

2024

WHOLESALE STANDARD TERMS AND CONDITIONS



VINE NETWORKS
connecting people faster



PRELIMINARY INFORMATION

- A. We supply wholesale telecommunications services.
- B. You wish to purchase these products or services from us.
- C. This Agreement sets out the terms and conditions under which we will provide products or services to you.
- D. By ordering our products or services you agree to the terms and conditions of this Agreement.

STRUCTURE OF THIS AGREEMENT

1. Agreement

This Agreement comprises 4 parts, which apply as follows:

- (1) This Services Agreement: to all services that we provide;
- (2) Service Level Agreement: only in relation to certain services;
- (3) Service Schedules: only in relation to the specific Services provided to you; and
- (4) Service Order

2. Service Level Agreement and Service Schedules

(a) You can find the Service Level Agreement and Service Schedules for each of our Services [here](#).

(b) The Service Schedules only apply for as long as we provide you with the Services.

3. Priority

If terms of this Agreement are inconsistent, the order of priority is:

- (1) Service Order;
- (2) Service Schedules;
- (3) Service Level Agreement; and
- (4) Standard Terms and Conditions.

4. Reason for Order of priority

Some of our products and services are supplied by third parties and have their own terms. These terms are included in the Service Order so you can order easily without having to vary our Standard Terms and Conditions.

DURATION

5. Agreement Start Date

This Agreement starts and is effective on the last date it is signed by both parties.

6. Order Start Date

The term of the Service Order starts from the date we advise you the Service is 'ready for use'.

7. After the Fixed Term

After the Fixed Term, we will continue to supply the Services on a month-to-month basis until you cancel the Services or terminate this Agreement in accordance with clause 36.

HOW WE PROVIDE WHOLESALE SERVICES TO SERVICE PROVIDERS

1. Terms and Conditions

Where a Service Provider is using Vine's Wholesale Network to provide You with Services, these are the terms and conditions applicable to your Service Provider. The Service Provider is deemed to have accepted these Terms and Conditions:

1. Vine provides access to its wholesale network's to enable service providers the ability to fully own all points of communication with a service provider's end-user. This is to ensure that the end-user experiences a simplified and streamlined experience when they order service(s) that are to be connected to Vine's wholesale network. The service provider acknowledges that they must act in good faith in respect of this objective;

2. Service provider acknowledges that they are solely responsible for all communication with its end-user. The service provider agrees that they are unable to attribute fault or issue to Vine when communicating with the end-user. Unless agreed between Vine and service provider, Vine will not engage with the end-user unless or until Vine is required to do so, such as where a Vine technician (including suitably qualified sub-contractor) visits end-user's premises;
3. Vine maintains and reserves the right to suspend a service provider's access to Vine's wholesale network on 20 business days' notice where the service provider repeatedly fails to comply with its obligations under section 1 and/or 2 (above) of these terms and conditions. Prior to suspending a service provider's access, Vine must provide a written list (**Notice**) to service provider of the service provider's failures. Where the service provider has not rectified the underlying issues or failures in its processes or communications with end-users within a reasonable period of time, and they have been provided Notice, Vine may suspend the Service Providers access under this section. Where a failure contemplated by these terms and conditions occur, Vine will work with service provider to rectify these issues and will not issue a Notice to Service Provider unless the service provider is not assisting or taking reasonable steps to rectify these issues or failures in a timely manner.
4. Vine will directly invoice the service provider for:
 - a. Any new connection charge, and associated fees, for connecting end-user's premises to Vine's network;
 - b. Any missed appointment or return visit fees; and

any fee invoiced under this section must be paid by service provider directly to Vine;
5. All services, products and/or methods of manufacture are considered confidential information of Vine, and the service provider must comply with all confidentiality obligations under any agreement service provider enters into with Vine.
6. Vine reserves the right to change, amend, or update, these terms in accordance with any notification obligations located in [Legal – Vine Networks](#). Where Vine exercises it's right under this section, the notice must be provided in writing;
7. Where a Service Provider requests to use Vine wholesale networks to provide you with Services, Vine must provide a written response within 28 days stating whether Vine can provide the requested services; and

Nothing in these terms and conditions limits, alters, or excludes any rights and liabilities that Vine has either under contract or at law.

SERVICES FOR YOUR GROUP COMPANIES

8. Purchasing Services for your Group Companies

Your Group Companies can purchase Services under this Agreement if you:

(a) provide us with your Group Companies' full corporate details; ST&C Version 20210603 2

(b) inform your Group Companies of the contractual arrangements in this Agreement;

(c) are responsible for the obligations of your Group Company (including payment) as if they were your own; and

(d) ensure that your Group Company uses the Services consistently with the terms of this Agreement.

SERVICES

9. Ordering Services

(a) You can purchase Services by placing an order, which includes the Services, Fixed Term, Charges and any special conditions that apply.

(b) We will accept, reject or respond to your order.

(c) If you would like to purchase additional Services, you need to place a new order.

10. Installation of Services

(a) We will install the Services in your Service Order.

(b) We may need third party suppliers to install some Services and we will let you know if this is the case.

(c) You must provide us with access to your premises and buildings to install the Services.

11. Supply of Services

We will supply the Services in accordance with this Agreement (including the Service Level Agreement).

12. Use of Services

You must not use or attempt to use the Service:

(a) other than for the purpose we've specified (if any);

(b) to break laws, infringe upon anyone else's rights, or harm property or people;

(c) in a way that damages, interferes with or interrupts the Service or our network; or

(d) to re-supply or re-distribute the Service (or any part of it) without our prior express written agreement.

13. Training

(a) We may offer training to assist you to use the Services.

(b) Training may incur an additional once-off charge.

14. Fault reporting

(a) If there is a fault, you must firstly ensure the fault has not been caused by your equipment or software application.

(b) You can report faults to our network operations centre and find information on how to get support [here](#).

(c) If the fault was due to your equipment, software, or failure to use the Services in accordance with this Agreement, we may charge you for our costs incurred in restoring the Service.

15. Rebates

(a) If we do not provide the Services at the service levels set out in the Service Level Agreement and you have reported the fault, you will be eligible for the rebate set out in the Service Level Agreement.

(b) The rebate is your sole remedy if we do not meet the required service levels.

16. Maintenance

- (a) We may conduct maintenance on our network from time to time.
- (b) You acknowledge network maintenance may impact the Services we provide to you.
- (c) We will use our best efforts to tell you before conducting maintenance work.
- (d) You can get regular updates on our maintenance work [here](#).

EQUIPMENT

17. Title and Risk

(a) Any time you receive equipment from us, it continues to be our property unless we sell it to you.

(b) If we sell equipment to you, title passes to you when you pay us and risk passes to you when we deliver the equipment to your nominated address

18. Our equipment

While our equipment is in your care or on your premises, you must:

(a) use the equipment correctly and in line with instructions we give (including ensuring it has suitable space and power);

(b) allow Vine Networks to service, modify, maintain, repair or replace the equipment;

(c) pay us for any theft or damage to our equipment (except fair wear and tear);

(d) keep our equipment free from charge, mortgage, lien or encumbrance, and make it clear to third parties that it belongs to us;

(e) only if we request, cooperate with us (including by executing any documents) to enable us to register a security interest over the equipment in accordance with the Personal Properties Securities Act 2009 (Cth) and Personal Property Securities Regulations 2010 (Cth).

19. Your equipment

You must ensure your equipment used in connection with the Services is fully compatible and complies with Applicable Laws.

PAYMENT AND TAX

20. Invoice

We will issue you a monthly invoice for the Charges.

21. Payment

You must pay all Charges within 30 days of the invoice date. If your method of payment incurs charges from your financial institution, you must pay these charges.

22. Invoice disputes

You can dispute an invoice (or any part of it) only by:

- (i) notifying us in writing within 14 days of receiving the invoice of the reasons for disputing the invoice and
- (ii) paying the undisputed amount when due.

23. Late payment

If you pay late, we may:

(a) suspend the Services after writing to you seeking payment; or

(b) charge you interest at the rate set by the Westpac Bank plus 2%.

<p>24. GST</p> <p>25. Withholding tax</p>	<p>Our charges exclude GST unless otherwise stated. You must pay the GST specified on the invoice.</p> <p>(a) You will pay the charges without withholding or deduction unless prohibited by law.</p> <p>(b) If you need to pay withholding tax, you will pay us an additional amount that will result in us receiving the full amount, which we would have received if no withholding or deduction had been made.</p>
<p>LEVEL PLAYING FIELD REGULATION</p>	
<p>26. Home Based Businesses</p>	<p>(a) The Telecommunications Act 1997 (Act) (Level-playing field provisions) prevents us from providing certain services over our infrastructure to Home-based Businesses.</p> <p>(b) You warrant that you are not a Home-based Business.</p> <p>(c) If you become a Home-based Business, you must notify us in writing, and we may arrange an alternative supplier.</p>
<p>PRIVACY</p>	
<p>27. Privacy Policy</p>	<p>(a) We will handle your personal information in line with our Privacy Policy.</p> <p>(b) We may monitor your use of the Services for the purposes of billing, network management, or as required by Applicable Law.</p>
<p>CONFIDENTIALTY</p>	
<p>28. Confidentiality</p> <p>29. Customer reference</p>	<p>In relation to the other party's Confidential Information, each party shall:</p> <p>(a) keep it confidential for 3 years after the date of disclosure;</p> <p>(b) use it solely for the purpose of performing its obligations or exercising its rights under this Agreement;</p> <p>(c) not disclose it to any person, except its directors, officers, employees or professional advisors who need it to perform obligations, exercise rights or conduct audits in connection with the Agreement, or as required by Applicable Law;</p> <p>(d) ensure that such persons keep it confidential; and</p> <p>(e) return or destroy it on termination of this Agreement, except where it is necessary to keep it for regulatory reasons in secure archives.</p> <p>We may publicly refer to you as a Vine Networks customer in our marketing, sales, financial material, or reports. If you don't want us to refer to you as a customer, you must let us know in writing.</p>
<p>INTELLECTUAL PROPERTY</p>	
<p>30. Ownership</p> <p>31. Licence</p>	<p>Each party retains ownership of its own IPR.</p> <p>Each party grants the other party a licence to use the IPR owned by or licensed to it or its group companies and which the other needs to use for the purpose of providing or using the Services.</p>

32. Licence terms

Each licence is:

- (a) is non-exclusive, non-transferable, non-sublicenseable licence;
- (b) subject to the licensee not copying, modifying, reverse engineering, adapting, unless expressly permitted by Applicable Law; and
- (c) solely for the duration of the Services.

33. Third party licences

Where a party makes third party licences available to the other, the party will:

- (i) notify the other of the applicable licence terms; and
- (ii) comply with such terms.

LIABILITY

34. No indirect loss

Neither party is liable for:

- (a) any loss (direct or indirect) of profit, revenue, anticipated profits or savings, or goodwill;
- (b) any loss of or corruption of data;
- (c) loss or damage to credit rating or increased financing costs;
- (d) any indirect or consequential losses, regardless of whether they were contemplated by either of the parties when the Agreement was entered into or when the relevant order was placed under it, unless such liability cannot be excluded under the Applicable Law.

35. Liability cap

- (a) A party's aggregate liability under this Agreement (whether in contract, tort (including negligence), breach of statutory duty, indemnity or otherwise) during each consecutive 24 month period starting on the date of last signature of the Agreement (Liability Period) shall not exceed the amount of the Charges paid or payable in respect of that Liability Period.
- (b) If the Liability Period is less than 24 months, a party's liability shall not exceed the monthly Charge paid or payable for that Liability Period multiplied by 24.

TERMINATION

36. You can terminate

- (a) You can cancel your Service or terminate this Agreement at any time by giving us 30 days written notice.
- (b) However, if you cancel your service during the Fixed Term, you must pay us the monthly Charges for the Services multiplied by the number of remaining months which is a genuine pre-estimate of the loss that we will suffer. If we save costs from not having to deliver the Services to you, we will deduct these from the amount that you must pay us.
- (c) If you cancel a Service before we have provided it to you, you must pay us any costs we incur in preparing to provide the Services to you.

37. We can terminate

We can terminate a Service or this Agreement immediately by giving you written notice if:

- (a) you fail to remedy a breach of this Agreement and we have given you 14 days written notice asking you to do so;

	<p>(b) you breach clauses 12 and 18, each of which are essential terms of this Agreement; ST&C Version 20210603 6</p> <p>(c) you fail to pay any amount due under this Agreement within 14 days of the date that we write to you seeking payment;</p> <p>(d) we cannot provide the Services in accordance with this Agreement because of a third party supplier failure (not caused or contributed to by us);</p> <p>(e) we are required to do so by law or government direction;</p> <p>(f) we cannot obtain or retain any permit, license, lease, or consent required to provide the Services;</p> <p>(g) you become (or likely to become) bankrupt or insolvent or an administrator, receiver or scheme administrator is appointed to manage your business or assets; or</p> <p>(h) the Fixed Term has expired.</p>
<p>38. We can suspend</p>	<p>We can suspend the Services if:</p> <p>(a) you fail to pay any amount due under this Agreement within 14 days of the date that we write to you seeking payment;</p> <p>(b) we believe it is necessary to do so to maintain, protect or restore any part of our network; or</p> <p>(c) there is an emergency; only for as long as it is necessary to do so.</p>
<p>39. Effect of termination</p>	<p>If this Agreement or any part of it is terminated, you must:</p> <p>(a) stop using the Services;</p> <p>(b) return or make available for collection any equipment owned by us in accordance with our reasonable instructions; and</p> <p>(c) pay all Charges due under this Agreement.</p>
<p>40. Force Majeure</p>	<p>(a) If a Force Majeure event occurs which prevents either party from performing any or all of its obligations under this Agreement, if the affected party gives the other party written notice as soon as possible, the affected party is</p> <ul style="list-style-type: none"> (i) not liable for that failure or delay; and (ii) not required to perform its obligations, whilst affected by the Force Majeure event. <p>(b) Either party may terminate the Agreement with immediate effect by giving written notice to the other party if the other party is subject to a Force Majeure event that continues for more than 30 consecutive days.</p>
<p>DISPUTES</p>	
<p>41. Senior representative resolution</p>	<p>If there is a dispute, both parties' senior representatives must meet to try to resolve it.</p>
<p>42. CEO resolution</p>	<p>If your and our senior representatives have not resolved the dispute within 1 month of their first meeting to resolve the dispute, both parties' CEO must meet to try to resolve the dispute.</p>

43. Litigation	If both parties' CEO, Directors, Managing Directors or any other authorised management do not resolve the dispute within 1 month of their first meeting to resolve the dispute, either party may take further action, including commencing legal proceedings.
44. Interlocutory relief	Nothing in this Agreement prevents either party from seeking urgent interlocutory relief.
CHANGING THE TERMS	
45. Changes in writing	With the exception of changes made in accordance with clause 46 and any Service Schedule, any amendment to this Agreement must be in writing and signed by the parties.
46. Changes required by Applicable Law	We may vary this Agreement (including changing or introducing new charges or changing or withdrawing Services) where required to comply with Applicable Law. We will notify you of such change as is reasonably practicable.
ASSIGNMENT AND SUBCONTRACTING	
47. Assignment	Neither party can assign or transfer its rights or obligations under this Agreement without the other party's prior written consent.
48. Subcontracting	We may subcontract some or all of our obligations under this Agreement but shall be responsible to you for the acts or omissions of our subcontractors.
GENERAL	
49. Trust	You must tell us if you are a trust.
50. Inclusive wording	Any phrases introduced by the terms "including", "include", "in particular" or any similar expression are deemed to have the words "without limitation" following them and are construed as illustrative and do not limit the sense of the words preceding those terms.
51. Survivability	<p>(a) Any provision of this Agreement which expressly or by implication is intended to come into or continue in force on or after termination of this Agreement (in whole or part) will continue in force.</p> <p>(b) This Agreement will be binding on the parties and their successors, trustees, permitted assigns or receivers but no other person.</p>
52. Severance	Any provision of this Agreement found to be unenforceable does not form part of the Agreement, but the remaining provisions continue in full force.
53. Notices	All notices shall be sent to the parties' respective registered office set out in this Agreement by registered post or email to an email address previously used or advised by the other party.
54. Entire Agreement	This Agreement represents the entire agreement between the parties relating to its subject matter and supersedes any previous agreements between the parties.
55. No reliance	The parties acknowledge that, in entering into this Agreement, neither party has relied upon any statement or warranty made, or agreed to, by any person, except those expressly provided for by this Agreement.

<p>56. Further assurances</p> <p>57. Authority to sign</p> <p>58. Joint and several liability</p> <p>59. Counterparts</p> <p>60. Governing law and jurisdiction</p>	<p>(a) Each party will from time to time do all things (including executing all documents) necessary or desirable to give full effect to this Agreement.</p> <p>(b) Each party acknowledges that it has obtained legal advice, or had the opportunity to obtain legal advice, in connection with this Agreement.</p> <p>Each party warrants that the individual executing this Agreement has the full and proper authority to do so.</p> <p>If this Agreement is executed on behalf of the Customer by more than one party, each party shall be jointly and severally liable for the obligations of the Customer.</p> <p>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.</p> <p>This Agreement is governed by the laws of Queensland. Each party irrevocably submits to the non-exclusive jurisdiction of the courts of Queensland</p>
<p>DEFINITIONS</p>	
<p>Applicable Law</p> <p>Confidential Information</p> <p>Charges</p> <p>Fixed Term</p> <p>Force Majeure</p> <p>Group Company</p> <p>GST</p> <p>Home-based Business</p>	<p>law, regulation, binding code of practice, rule or requirement of any relevant government or governmental agency, professional or regulatory authority, each as relevant to:</p> <ul style="list-style-type: none"> (i) Vine Networks in the provision of the Services and/or (ii) the Customer in the receipt of the Services or the carrying out of its business. <p>confidential information</p> <ul style="list-style-type: none"> (i) concerning the business and affairs of a party or its Related Body Corporates, that a party obtains or receives from the other party; or (ii) which arises out of the performance of any Services. <p>the charges and fees for the Services or equipment set out in a Service Order.</p> <p>the term of an individual Service as specified in a Service Order.</p> <p>any cause preventing a party from performing any or all of its obligations which arises from events beyond the control of the affected party.</p> <p>any company that is a Related Body Corporate as defined in the Corporations Act 2001 (Cth).</p> <p>goods and services tax or value added tax as applicable under the relevant jurisdiction</p> <p>A business carried on where most or all the work of the business is carried out at the residence of the business owner or owners, whether the business is operated by an individual or individuals, a company, a partnership or a trust.</p>

IPR	<ul style="list-style-type: none"> (i) rights in, and in relation to, any patents, registered designs, design rights, trade marks, trade and business names (including all goodwill associated with any trade marks or trade and business names), copyright, moral rights, databases, domain names, topography rights and utility models, and includes the benefit of all registrations of, applications to register and the right to apply for registration of any of the foregoing items and all rights in the nature of any of the foregoing items, each for their full term (including any extensions or renewals thereof) and wherever in the world enforceable; (ii) rights in the nature of unfair competition rights and rights to sue for passing off; and (iii) trade secrets, confidentiality and other proprietary rights, including rights to know how and other technical information.
Services	the services provided by us under this Agreement and which are specified in the Service Schedule.
Service Order	an order in Vines' standard form for the provision of a Service, which includes the Services, any Fixed Term, Charges or special conditions that apply, which has been signed by Vine Networks

Vine Networks Authorised Representative	
Full Name	
Title/Position	
Signature	
Date Signed	
Signing Entity Authorised Representative	
Full Name	
Title/Position	
Company Name	
Signature	
Date Signed	