

**9. Repairs**

Even if you are paying the standard monthly wiring maintenance charge, there are some situations not covered by this charge. You must pay our charges for repairing or replacing any part of the Telecom Network within the boundaries of your property, and of equipment you have rented from us, which has been lost or stolen, or destroyed or damaged by any means other than fair wear and tear, inherent defect, or natural disaster.

You must pay our charges if we repair sockets or permanent wiring on your side of the Demarcation Point not meeting, or installed to, our specifications.

**10. The call-out charge**

You must pay the call-out charge (given in our current Telecom List of Charges) for any visit by us relating to a fault caused by equipment not rented from us or by sockets or permanent wiring not meeting, or installed to, our specifications. This charge is only for the visit.

**11. Service outside normal business hours**

If required by us, you must pay our after hours call-out charge (given in our current Telecom List of Charges) for any repairs which you ask us to do outside our normal business hours (that is, other than between 8 a.m and 5 p.m Monday to Friday) or on public holidays.

**12. Charges for reconnection after suspension of Telecom telephone services**

You must pay the charge given in our current Telecom List of Charges for reconnection of Telecom telephone services after we have suspended them for any of the reasons given in clause 42.

**13. Termination of the contract between us**

If you terminate the contract between us you must pay our charges for one month after giving us notice of termination or to the date of disconnection of your Telecom telephone services if that is earlier. If you are disconnected within the minimum contract period, you must pay our charges for the minimum contract period. The minimum contract period is one month from the date your service commenced, unless we advise you otherwise.

**Your Rights****14. Ownership**

These Standard Terms do not give you any title or interest in any part of the Telecom Network.

**15. Faults in Telecom telephone services**

If you cannot make or receive any calls and repairs have not been made within 3 full working days after you have informed us of the fault, we will refund the line rental for the period of the fault. We will not make a refund if the fault was caused by you or anyone lawfully in your home or on your property or by equipment not rented from us, or by sockets or permanent wiring not meeting, or installed to, our specifications.

You must apply for the refund within 60 days after the fault is fixed. If you terminate your contract with us after such a failure, to get your refund you must apply for it before giving us notice of termination.

**16. Warranties**

Nothing in these terms affects any rights which you might have as a result of any warranty given with equipment or any other rights you might have against the equipment supplier.

**17. Terminating Telecom telephone services**

You may give up any services we are providing to you, call-waiting or call-diversion, for example, without terminating your contract with us, by giving us 1 month's notice.

**18. Termination of the contract between us**

You may terminate the contract between us and request disconnection of your Telecom telephone services at any time by giving us one month's notice.

**19. Effect of termination of the contract between us on your rights**

If you terminate the contract between us, none of your rights under these Standard Terms resulting from your use of our services prior to termination will be affected. Any provision of these terms affecting your rights which is intended to apply after termination of the contract between us will continue to apply.

**Your responsibilities****20. Payment**

You must pay the charges for all Telecom telephone services listed on your account no later than the last date for payment specified in your account.

**21. Disputes**

If you think that your account contains mistakes or includes charges for which you should not have to pay you should contact us and provide us with evidence of the mistake or improper charge. You must still pay the whole account by the date specified. If the evidence is satisfactory we will credit your account with the amount of the mistake or charge.