

APPENDIX G

TELECHOICE SECURITY BOND POLICY

TeleChoice reserves the right to change this Security Bond Policy at any time and notify *you* by posting an updated version of the policy on our website. The amended policy will apply between *you* and *us* whether or not *we* have given *you* specific notice of any change. *You* should review this policy periodically because it may change from time to time.

(a) ABOUT THE POLICY

This policy applies to a request for an advance payment to be made by *you* in respect of the supply of new or additional telecommunication services from *TeleChoice*.

(b) CIRCUMSTANCES REQUIRING SECURITY BOND

TeleChoice may require the provision of a Security Bond based upon *our* credit assessment criteria in respect of, but not limited to, the following circumstances:

- (i) **New customers** may be asked to pay a Security Bond as a result of the credit assessment process. The Security Bond enables *TeleChoice* to offer telecommunication services in circumstances which would not otherwise fulfil the credit assessment requirements.
- (ii) **Existing Customers** may be asked to pay a Security Bond if they add additional services or modify their *account* status to include new products to their *account*.
- (iii) Customers requesting access to ***International Roaming*** facilities may be required to provide a security bond.
- (iv) Any other event which *TeleChoice* considers may impact *your* ability to fulfil *your* financial obligations under the agreement for provision of *Services*.

Customers provided with a *Service*, subject to the provision of a Security Bond, may also have a reduced account credit limit applied to their *account* in accordance with the *TeleChoice* Excess Usage Alert Policy.

(c) DETERMINING THE SECURITY BOND VALUE

The Amount of the Security Bond is dependent on the products and services *you* apply for and/or the credit assessment evaluation of the *account* holder.

(d) ACCOUNT TREATMENT OF SECURITY BOND

You will be issued with a Security Bond invoice via *your Service* trading *account* upon agreeing to proceed with the *Service* subject the provisions of the Security Bond policy.

Your payment of the Security Bond will be offset against the Security Bond invoice and is held as a preserved value on *your account* pending one of the following outcomes (each a **Security Bond Trigger Event**):

- (i) *Your Account* is cancelled, terminated or *you* transfer to another provider prior to the expiry of *your* contracted period;
- (ii) *Your* contract expires and is not renewed;
- (iii) *You* have presented a clear payment history for a period of 12 months.
- (iv) In the event of an Security Bond issued against the provision of *International Roaming Services* the final charges for the period of travel have been issued and have been paid or are due to be paid.

Upon the occurrence of a Security Bond Trigger Event, the final (or current) balance of *your account* will be calculated and you will have 5 days to settle your account for the Service(s) after which time the remaining account balance will be offset against the security bond and:

- (i) Any remaining debit balance on *your account* will be due and payable.
- (ii) Any credit balance will be eligible for refund.
- (iii) Customers with continuing services may elect to utilise any credit balance to offset future invoices.

(e) SECURITY BOND FINALISATION TIMING

Debit balances will be offset against your account invoice for the relevant month in which the offset is applicable.

Any refunds will be processed by cheque within ten (10) business days of the issue of *your final account* or as otherwise agreed between *you* and *us*.

(f) SECURITY BOND VALUE

Your Security bond value is preserved for the effective period for which the bond is held. The Security Bond does not accrue any interest.