



1. DOING BUSINESS WITH US

In order for you to understand our responsibilities to you as a valued customer as well as what we ask of you, we would like you to take a little time to read Our Terms of Business. We have written Our Terms of Business in plain English to make them clear and easy to read and have used “we” for Telecom Cook Islands Ltd and “you” for the customer. Our Terms of Business set out the terms that apply when we provide Directory Listing and Advertising Services to you.

2. ADVERTISING SERVICES

We can provide you with a range of Listing and Advertising Services to help you successfully promote your business. These include: • Display typeset or bound insert advertising • Special or enhanced listings • And any of our other services or products. We can present information about your business in alphabetical or classified form in a range of sizes and formats. We will need your authority to provide these Advertising Services. Similarly, we also need to agree before we provide them.

3. QUALITY OF ADVERTISEMENTS

We are proud of our directories, the quality of the advertisements and the results they achieve for our advertisers. Sometimes we are asked to reproduce material supplied to us. If we do, the quality of reproduction will always be determined by the quality of the material supplied. Generally a copy is inferior to an original. To avoid any disappointment about the quality of your advertisement, we suggest you obtain a professional quality bromide.

4. OUR RESPONSIBILITIES TO YOU

To help you obtain the maximum value from our Listing and Advertising Services we will: a. Arrange for the Listing and Advertising Services to be provided as we have agreed in the Directory Order Form b. Supply you with a copy of any display advertisement we are

providing for you to check. c. Provide clear explanations of our charges and billing procedures. d. Be courteous and helpful e. Respond promptly to your enquiries f. Make it easy for you to do business with us.

5. YOUR RESPONSIBILITIES TO US

So that we can honour our responsibilities to you, you in turn agree to: a. Supply all information we require as soon as possible and by the last date we nominate b. Advise us within 7 working days from the date we send you a copy of the Listing and Advertising Service, whether its contents need to be changed to comply with the Directory Order Form. If you don't advise us to the contrary within the 7 day period, we will assume that we may publish the Advertising Service. Corrections must be in writing rather than by telephone, so that we can be certain you have them. You also agree to: i. Ensure that the information you request us to advertise satisfies legal requirements and all relevant Advertising Codes of Practice ii. Compensate us for any loss either of us suffers, and indemnify each of us against any liability either of us incurs, which is caused by or results from wither of us providing Advertising Services to you, or you not meeting your legal responsibilities to either of us or to anyone else.

6. PAYING FOR YOUR ADVERTISING

You must pay our charges for providing Directory Services to you. This is regardless of whether your business has been sold or closed before we provide them. Our charges will be included on your Telecom Cook Islands account in the following billing month after the contract is agreed and signed by you. You must pay our charges by the due date shown on the account. We may also require you to pay for your Directory services in advance, or request a part-payment towards your Directory Order. Failure to pay for these services as required will mean you may miss out on appearing in the publication of the phone-book.



7. CANCELLING YOUR ORDER

You may cancel any order made with us provide you do so in writing before the directory book closing date stated. If you do not cancel your order we will assume you wish the Advertising Service to be provided as advised. If any time we believe that you do not have the right to request us to publish information that you have provided, we may advise you that we are cancelling all or part of the Advertising Service. We may also do this if we consider that publishing any of the information could detrimentally affect the standing of our directory in the community. Sometimes we may need to cancel all or part of your order if we do not have sufficient customers participating. However, we will always tell you of this. We may stop providing Advertising Services or suspend any service to you at any time if you do not pay our charges or meet your other responsibilities under any agreement you have with us. If we do this, we will tell you.