

Terms and Conditions for Voice and Data Services

1. Service Provision

Verse Telecom's Fibre Optic Service (FOS) offers a high-speed internet connection and accompanying services including:

- High-speed fibre broadband based on selected FOS plans.
- Telephony services.
- Helpdesk support.
- Required network equipment installation.

2. Equipment Provision

Verse Telecom shall provide the necessary FOS optical network terminal (ONT), which may include a Wi-Fi router and, in some instances, a telephone handset.

3. Equipment Warranty

Verse Telecom warrants that the equipment provided will function according to specifications for a minimum period of 180 days and be free from defects in design, material, and artistry. Defects arising from fair wear and tear, accidental or willful damage, misuse, or non-compliance with provided instructions fall outside the warranty scope and may incur charges.

4. Usage Restrictions

Services and equipment provided under these terms are for personal use and must not be resold or used for commercial purposes.

5. Service Duration and Initiation

The minimum service duration for FOS is 30 days or until the data allowance is exhausted, commencing on successful ONT installation or service activation, whichever is later.

6. Installation and Scheduling

Installation dates are estimates and subject to change. Verse Telecom cannot guarantee adherence to the proposed dates.

- Should installation dates change, Verse Telecom will attempt to notify the customer at least two working days in advance. Similarly, customers must notify Verse Telecom of any appointment changes two working days before the scheduled date.
- A responsible adult, authorised by the customer, must be present during installation.

7. Demarcation Point

Verse Telecom's responsibility ends at the supplied ONT, and the customer is responsible for resolving issues from the ONT to their devices unless additional support services are requested and agreed upon for a fee.

8. Quality of Service

Continuous, high-quality service is the aim but not guaranteed. Service may occasionally be interrupted for faults or maintenance, which will be repaired or performed during off-peak times.

9. Product Guarantees

Equipment sold or deployed by Verse Telecom is guaranteed to perform as specified for a minimum of 90 days, subject to proper use and maintenance by the customer.

10. Service Access and Permissions

Customers agree to comply with all instructions related to service use and allow Verse Telecom access to premises if required. Registration requirements for individuals and businesses are specified for service activation.

11. Service Use Guidelines

Customers must use the service within legal and policy bounds and not for unauthorised commercial purposes. Misuse may result in service termination.

12. Liability Limitations

Verse Telecom's liability is limited to direct damages and will not exceed the total fees paid during the month in which the event occurred. Verse Telecom is not liable for indirect or consequential damages.

13. Indemnification

The customer shall indemnify Verse Telecom against third-party claims arising from service misuse or failure to adhere to these terms.

14. Amendments to Terms

Changes to terms and charges will be published on www.versetelecoms.com with advance notice given to customers for any significant changes.

15. Service Management Rights

Verse Telecom reserves the right to monitor calls for quality, interrupt service for maintenance, change numbers, or make technical adjustments as necessary.

16. Termination of Agreement

Customers can cancel the service with a notice before installation. Once the service is active and installation is confirmed, fees are non-refundable.

17. Force Majeure

Verse Telecom is not liable for failure to perform obligations due to events beyond reasonable control, including but not limited to natural disasters, government actions, or network provider issues.

18. Dispute Resolution

Complaints are managed per the Consumer Code of Practice, available at www.versetelecoms.com/pages/consumer_code_of_practice. Unresolved disputes may be referred to the NCC.

19. Additional Provisions

Additional clauses address service relocation, plan changes, Verse Telecom's responsibilities in service restoration, and customer responsibilities in ensuring service security and integrity.

The customer's acceptance of service from Verse Telecom signifies agreement to these terms and conditions. For more information or to address inquiries, contact us at info@versetelecoms.com.

