



018® (Directory Assistance) and 0172 (International Directory Service) Terms & Conditions

All Yellow Pages Group Limited services, including the 018® (Directory Assistance) and 0172 (International Directory Assistance) services, are provided in accordance with our Terms of Business as set out on our web site at ypg.co.nz/terms (as updated from time to time), incorporating any additional terms and conditions referred to on or linked from that site.

The following terms also apply to the 018® and 0172 services. In the event of any inconsistency between our Terms of Business or the terms below, the terms below will prevail.

By dialing 018 or 0172, you agree to these terms. If you do not want to accept these terms then we suggest you do not use the 018® or 0172 services.

Service description

On request, the 018® service provides:

- ◆ Current New Zealand home, business, 0800, 0900, mobile numbers and addresses, as generally published in the White pages®. The 018® service does not provide confidential numbers. The White pages® is continually updated, and you acknowledge that the availability of certain information via the 018® service is subject to change, without notice.
- ◆ The option to directly connect to a requested number by pressing 1. The availability of this option is dependent on how your service provider presents your call to 018®. You will not be offered this option if you call from a prepaid mobile or toll barred phone or if you request an 0900 number.

On request, the 0172 service provides current international home and business phone numbers and addresses. You acknowledge and accept that we can only provide you with such information as is made available to us by the relevant international service providers. Unfortunately, we may not be able to provide any information in respect of certain countries.

In accordance with privacy laws, we cannot provide address or name information if you only have a phone number, or a phone number if you only have an address.

It is not possible to call 018 or 0172 from outside New Zealand. We recommend that you use whitepages.co.nz or yellow.co.nz to access New Zealand names, addresses and phone numbers. Alternatively, you can contact the international directory assistance service in your country of origin.

Charges

Calling and connection charges apply and may vary by phone provider:

- ◆ Charges for Telecom customers can be found at telecom.co.nz.
- ◆ Charges for Vodafone customers can be found at vodafone.co.nz.
- ◆ Charges for 2degrees customers can be found at 2degreesmobile.co.nz.
- ◆ Charges for Skinny customers can be found at skinny.co.nz.

We will charge you when we have correctly given you any requested information, or if any requested information is not available (as per the White pages®). We will arrange for any charges to be credited if:

- ◆ we confirm that we have given you an incorrect number; or
- ◆ we agree that you have a valid complaint about the service.



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Your information

The number you are calling from is presented to us. We record this, together with the date and time of your call, and may share it with third parties in order to:

- ♦ charge you for your call;
- ♦ allow you to directly connect to a requested phone number;
- ♦ where you are calling from a mobile phone, send you an SMS with the information requested. This may include information about our products;
- ♦ fully investigate your call in the event of a dispute; and
- ♦ call you within 90 days to ask for feedback about your experience with our service.

As part of our commitment to providing the best possible service to our customers, we may record any phone call answered in our call centres, including:

- ♦ for staff training purposes;
- ♦ to help us improve the quality of our customer service;
- ♦ to ensure the information we provide is consistent and accurate;
- ♦ for reporting on the types and numbers of enquiries we receive; and
- ♦ to ensure we have an accurate record in the event of a dispute.

We understand that your information is important and we are committed to protecting your privacy. Any 018® or 0172 recordings are stored securely and deleted after no more than 90 days.

Abuse

You agree to not use our services:

- ♦ in any manner which is unlawful, harmful, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
- ♦ to impersonate any person or entity; or
- ♦ to interfere with or disrupt our services.

You acknowledge and accept that we may, at any time, suspend or deny your access to our services, including by barring your calling number from our service (whether directly, or via your service provider).