

GENERAL TERMS OF USE

Members

1. Access to the website and its products and services is open to members. You may request membership by providing information as set out on our registration page. Our Privacy Policy is linked on our home page and will show how we collect, store and use the details you provide.
2. You agree to ensure that your registration details are true and accurate at all times and you undertake to update your registration details when they change.
3. On registration, we will provide you with a password and username. You must ensure that your username and password remain secure and confidential. You are entirely responsible for all use, activities and charges associated with or arising from any use of your username and password (regardless of whether you authorised such use) including unauthorised use of your or any other credit card. Each username and password must be used by a single user and they are not transferable. We may monitor your use of the site using your login, including concurrent use of the same login and password. You must notify us immediately if you become aware of any unauthorised use of your username and password.
4. You agree to pay for services when you confirm your purchase as set out on our website.
5. We reserve the right to terminate your membership if you breach these terms and conditions or if there is some other reason we think important. We do not have to tell you why we cancel a membership.
6. Our services are intended to be used by members within New Zealand only.
7. Our services are provided to adults over the age of 18 years. When you purchase through our website or through any of our other marketing initiatives, you acknowledge that you are over 18 years of age.

Site Access

8. When you visit our website, we give you a limited licence to access and use our information for personal use.
9. You are permitted to download a copy of the information on this website to your

computer for your personal use only provided that you do not delete or change any copyright symbol, trade mark or other proprietary notice. Your use of our content in any other way infringes our intellectual property rights.

10. The Copyright section of these terms and conditions sets out in more detail the things you are permitted to do with the materials and information on the website. We reserve all other rights.
11. The licence to access and use the information on our website does not include the right to use any data mining robots or other extraction tools. Also the licence does not permit you to metatag or mirror our website without our prior written permission. We may withdraw your access to the website if we become aware of activities of this nature.

Hyperlinks

12. This website may from time to time contain hyperlinks to other websites. Such links are provided for convenience only and we take no responsibility for the content. Any hyperlink on our website to another website does not imply our endorsement, support, or sponsorship of the operator of that website nor of the information and/or products which they provide. If you use one of these links to leave our site, you should note that we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information which you provide while visiting such sites and such sites are not governed by our privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question. You may link to our website with our consent. Any such linking will be entirely your responsibility and at your expense. By linking, you must not alter any of our website's contents including any intellectual property notices and you must not frame or reformat any of our pages, files, images, text or other materials.

Indemnity

13. By accessing our website, you agree to indemnify and hold us harmless from all claims, actions, damages, costs and expenses including legal fees arising from or in connection with your use of our website or any of the products and services offered on our website or otherwise.
14. "Force Majeure" means any act, circumstance or omission over which we could not reasonably have exercised control. If a Force Majeure event causing delay continues for more than 14 days, we may suspend our commitments under these terms and conditions by giving you 7 days' notice.

Jurisdiction

15. These terms and conditions are to be governed by and construed in accordance with the laws of New Zealand and any claim which in any way arises out of these terms and conditions will be heard in New Zealand and you agree to submit to the jurisdiction of those Courts.

Validity

16. If any provision in these terms and conditions is invalid under any law the provision will be limited, narrowed, construed or altered as necessary to render it valid but only to the extent necessary to achieve such validity. If necessary the invalid provision will be deleted from these terms and conditions and the remaining provisions will remain in full force and effect.

Customer Grievances

17. If for any reason you feel that we have not served your interests suitably or that some product or service does not meet your expectation, or if there is a hardship or other special consideration involved in your relationship with us, we invite you in the first instance to contact onesupport.nz@ubteam.com for a resolution, or if this is not successful then to appeal the matter or forward complaints in writing to the directorship of UBT by emailing onesupport,nz@ubteam.com. If your matter relates to Telecommunications then please see our Financial Hardship and Complaints Policies.