



Call Tracking Additional Terms

Our Terms of Business at ypg.co.nz/terms and these Additional Terms apply to **Call Tracking**. Except with respect to clause 23 of our Terms of Business, in the event of any conflict between our Terms of Business and these Additional Terms, these Additional Terms shall take priority.

These Additional Terms were last updated on 27 April 2018.

1. Deliverables

- 1.1. Call Tracking provides unique telephone numbers (**Call Tracking Numbers**) which divert incoming calls (**Calls**) to your specified telephone numbers (**Destination Numbers**). You must have specified advertising with us to order Call Tracking. All Call Tracking Numbers belong to us, and you will not publish, display, promote or otherwise use any Call Tracking Number except as directed by us.
- 1.2. In addition to clause 11 of our Terms of Business, your contingent obligations for Call Tracking include providing us with up to date details of your Designated Numbers and assisting us with Call quality testing.
- 1.3. You expressly consent to us recording and storing Calls and related information (including but not limited to number, time of day and duration) on your behalf, and accessing such recordings for our technical, training, quality assurance or dispute resolution purposes.
- 1.4. We may provide you with Call reporting information from time to time, access to Call recordings, and other self-service options. You warrant that your access to and use of Call recordings (whether by you or on your behalf) will comply with all applicable laws. We may delete Call recordings after 90 days (or such other period as we determine), pursuant to any lawful authority, or where Call recordings infringe, or are alleged to infringe, any law or the rights of any third party. We are not liable for any inaccurate reporting due to your breach of clause 1.1.
- 1.5. You may request the temporary suspension of a Call Tracking Number by giving us 1 month's written notice. Where we accept, we will cease providing any service in respect of that Call Tracking Number until the sooner of 3 months or the date that you request us to end the suspension.

2. Term and termination

- 2.1. Call Tracking Numbers used in print advertising have an Initial Term of 12 months from our publication of the advertisement, except as specified in an Order Form. Where we exercise our right to automatically renew such print advertising, then unless you have terminated the applicable Call Tracking Numbers, those Call Tracking Numbers will be renewed for a further 12 month period.
- 2.2. All other Call Tracking Numbers have an Initial Term, as specified in your Order Form. At the end of the Initial Term, we will provide those Call Tracking Numbers on a continuing, monthly basis.
- 2.3. Subject to clause 2.4, following termination of a Call Tracking Number, we will:
 - (a) cease providing any service in respect of that Call Tracking Number;
 - (b) remove the Call Tracking Number from our advertising products as soon as reasonably practicable; and
 - (c) use reasonable endeavours to reserve that Call Tracking Number for 1 month.
- 2.4. Where we terminate a Call Tracking Number in accordance with clause 5.3 of the Terms of Business, and that Call Tracking Number is used in our:
 - (a) print advertising, we will continue to provide service in respect of that Call Tracking Number until 12 months from our publication of the advertisement. We may replace that Call Tracking Number in any subsequent print advertising with your Destination Number; or

- (b) other advertising products, we will replace that Call Tracking Number with your Destination Number and continue to divert Calls for 1 month following such replacement.

2.5. A fair use policy applies to Calls. Therefore, and notwithstanding anything to the contrary in these terms, we may:

- (a) manage call volumes; and
- (b) issue you with a warning, or immediately restrict, suspend or terminate your service, where your call volumes are excessive or materially inconsistent, by reference to our average customer usage patterns.