



# 018 Directory Assistance and International Directory Service Additional Terms

Our Terms of Business at [ypg.co.nz/terms](http://ypg.co.nz/terms) and these Additional Terms apply to the 018 Directory Assistance and International Directory Assistance services. 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. By phoning 018, you agree to these terms.

*These Additional Terms were last updated on 27 April 2018.*

## 1. Service description

- 1.1. On request, the Directory Assistance service provides:
  - (a) current New Zealand home, business, 0800, 0900, and mobile phone numbers and addresses (where available to us, and as generally published in the White Pages) in response to a query by name. The White Pages are continually updated, and you acknowledge that the availability of certain information via the Directory Assistance service is subject to change, without notice; and
  - (b) the option for you 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, and the hardware you are using to call 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.
- 1.2. On request, the International Directory Assistance service provides current international home and business phone numbers and addresses (where available to us) in response to a query by name. You acknowledge and accept that we can only provide you with information that is made available to us by the relevant international service providers. Unfortunately, we may not be able to provide information in respect of certain countries.
- 1.3. In accordance with privacy laws, we cannot provide you with:
  - (a) a name or address if you only provide us with a phone number;
  - (b) a phone number if you only provide us with an address; or
  - (c) confidential or unlisted names, addresses or phone numbers.
- 1.4. It is not possible to call 018 from outside New Zealand. We recommend that you use [whitepages.co.nz](http://whitepages.co.nz) or [yellow.co.nz](http://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.

## 2. Charges

- 2.1. Calling and connection charges apply and may vary by phone provider:
  - (a) charges for Spark customers can be found at [spark.co.nz](http://spark.co.nz);
  - (b) charges for Vodafone customers can be found at [vodafone.co.nz](http://vodafone.co.nz);
  - (c) charges for 2degrees customers can be found at [2degreesmobile.co.nz](http://2degreesmobile.co.nz); and
  - (d) charges for Skinny customers can be found at [skinny.co.nz](http://skinny.co.nz).
- 2.2. We will charge you when we have responded to your request for information, including where we respond that such requested information is not available to us. We will arrange for any charges to be credited if:

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

2.3. We offer free residential Directory Assistance on your primary residential line if, through physical or print disability or sight impairment, you have difficulty in using the ordinary telephone directory, provided that you provide satisfactory medical or other documentation from a recognised expert or a recognised society of which you are a member. This is normally arranged between you and your phone provider.

### **3. Your information**

3.1. You acknowledge and accept that:

- (a) the number you are calling from will be presented to us;
- (b) we will record the number you are calling from, together with the date and time of your call;
- (c) we may record any phone call answered in our call centres; and
- (d) we may use the information in (b) and (c), including by sharing it with third parties:
  - (i) to charge you for your call;
  - (ii) to allow you to directly connect to a requested phone number;
  - (iii) where you are calling from a mobile phone, to send you an SMS with the information requested. You also consent to us including information about our or third parties' products and services;
  - (iv) to ensure we have an accurate record, and to fully investigate, in the event of a dispute;
  - (v) for staff training purposes, and to help us improve the quality of our customer service. You also consent to us calling you within 90 days to ask for feedback about your experience with our service;
  - (vi) to ensure the information we provide is consistent and accurate;
  - (vii) for reporting on the types and numbers of enquiries we receive; and
  - (viii) to generally operate and improve the operation of our service.

3.2. We understand that your information is important and we are committed to protecting your privacy. Any recordings pursuant to clause 3.1(c) will be stored securely and deleted after no more than 90 days.

### **4. Abuse**

4.1. You agree to not use our services:

- (a) 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;
- (b) to impersonate any person or entity; or
- (c) to interfere with or disrupt our services.

4.2. 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).