



018 Directory Assistance and International Directory Service Additional Terms

Our Terms of Business at yppg.co.nz/terms and these Additional Terms apply to the 018 Directory Assistance and International Directory Assistance services. Except with respect to clause 22 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 12 March 2018.

1. Service description

- 1.1. On request, the Directory Assistance service provides:
 - (a) Current New Zealand home, business, 0800, 0900, mobile numbers and addresses, as generally published in the White pages. The Directory Assistance service does not provide confidential numbers. 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.
 - (b) 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.
- 1.2. On request, the International Directory Assistance 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.
- 1.3. In accordance with privacy laws, we cannot look up address or name information if you only provide us with a phone number, or look up a phone number if you only provide us with an address.
- 1.4. It is not possible to call 018 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.

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.
 - (b) Charges for Vodafone customers can be found at vodafone.co.nz.
 - (c) Charges for 2degrees customers can be found at 2degreesmobile.co.nz.
 - (d) Charges for Skinny customers can be found at skinny.co.nz.

2.2. 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:

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

3. Your information

3.1. You acknowledge and accept that the number you are calling from is presented to us, and that we will record this, together with the date and time of your call, and may share it with third parties in order to:

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

3.2. Further, 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:

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

3.3. We understand that your information is important and we are committed to protecting your privacy. Any recordings are 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).