



I.T. How To Pty Ltd

ABN: 94 152 739 074

Address: 3/165 High St, Belmont VIC 3216

Phone: (03) 5215 6101

Email: support@ithowto.com.au

Web: www.ithowto.com.au

Standard Form of Agreement (SFOA)

General Terms for Business Customers This Agreement sets out the terms and conditions under which I.T. How To Pty Ltd supplies equipment and services to business customers. These General Terms form a Standard Form of Agreement pursuant to the Telecommunications Act.

1. Introduction

Welcome to our General Terms for Business Customers. These General Terms are a Standard Form of Agreement as per Part 23 of the Telecommunications Act. They apply to all business clients unless otherwise agreed in writing.

2. Structure of the Agreement

Your Agreement with I.T. How To Pty Ltd includes:

- Any special conditions in a Service Contract
- A Service Contract for each service
- Service Descriptions and applicable documents
- These General Terms
- Policies published on our website, including our Fair Use Policy

3. Start of Agreement

The Agreement starts when we accept your application and continues until terminated in accordance with these terms.

4. Contact and Support

For support, contact us on (03) 5215 6101 or email support@ithowto.com.au. You can also visit www.ithowto.com.au for more information.

5. Service Use

Services are provided on a best-effort basis. I.T. How To Pty Ltd is not responsible for interruptions caused by third-party suppliers, customer equipment, or force majeure.



I.T. How To Pty Ltd

ABN: 94 152 739 074

Address: 3/165 High St, Belmont VIC 3216

Phone: (03) 5215 6101

Email: support@ithowto.com.au

Web: www.ithowto.com.au

6. Your Responsibilities

You must:

- Use services in compliance with laws and our Fair Use Policy
- Maintain the security of your equipment
- Not misuse or allow misuse of the services
- Provide accurate information and cooperate with us when required

7. Equipment

Equipment supplied remains our property unless purchased outright. You must return equipment upon service cancellation or pay its replacement value.

8. Payment Terms

You agree to pay all applicable fees on time. Charges may include setup, service, equipment, and usage fees. Late payments may result in service suspension or additional fees.

9. Changes to Agreement

We may update this Agreement due to legal, technical, or business changes. We will notify you of changes, and you may cancel the affected service within 42 days of notice.

10. Ending the Agreement

Either party may end the Agreement in accordance with the terms, including for breach, non-payment, or prolonged service interruption due to force majeure.

11. Privacy

Your personal information is managed in accordance with our Privacy Policy. We may share information with suppliers or authorities as required to provide services.

12. Liability and Disputes

Our liability is limited to the extent permitted by law. For unresolved issues, you may contact the Telecommunications Industry Ombudsman (TIO).