

Termina Service Agreement

**Important information about
your Termina Plan.**

The term of your Termina plan:

There is no fixed term for your contract with Termina set out in the General Terms and the documents incorporated by the Terms of Use. You may decide to terminate your Termina plan at no cost at any time. This will terminate the agreement to review your usage patterns monthly and manage your electricity account 3 days from the date of notice.

Commencement of your Termina plan:

Entering into this Plan constitutes your consent to Termina choosing your Energy supplier. Your Termina Plan begins on the day you accept the offer, however, the Supply Commencement Date under the General Terms will be:

- (a) the date specified in the Offer (if a date is specified); or
- (b) the date we become an authorised representative for electricity used at your Supply Address.

If you have recently moved into the Supply Address or have arranged a new connection service, the Supply Commencement Date is the date we become an authorised representative for electricity used at your Supply Address. See the Terms of Use for further information.

Termina plan product description:

Termina will review your current electricity usage patterns against energy retailer market offers once a month, upon the issue of the bill. Termina will switch the business account to the cheapest market offer unless otherwise stated by the owner of the Supply Address or account holder. These switches will only occur when there is a cost savings for the Supply Address. When adding new Supply Addresses to your Termina accounts under the agreed business(es), they are considered to be included and authorised under this agreement.

Prices, fees, and charges:

Your Energy Rates and Charges are set out in the monthly invoice. This is the best current retail offer Termina finds for your property, with a commission made on the savings made by the property from using Termina. The savings prices quoted to you are always after Termina's commission. If no savings are found for the property, fees are not incurred. Fees such as dishonoured payment fees or payment processing fees, are directly passed on from your energy retailer.

Termina does not charge any additional fees (such as exit fees or additional commissions) for the service. A payment processing fee may apply when you pay a bill using a payment method that results in us incurring a merchant services fee. Other charges may consist of a pass-through of amounts charged to us by your Distributor, the Meter Service Provider or other third parties in relation to services we arrange on your behalf after your consent. We will advise you of any such amounts at the time you make the relevant request.

Your energy retailer may change energy rates to a more expensive Plan. Termina will immediately compare these prices with the latest market rates. If Termina cannot find better rates the Site will be switched to the new Plan. If this new Plan is more expensive than your Plan before joining Termina, and Termina cannot find a

better plan before the switch date, the New Plan will become the new Baseline for calculating Savings. Termina will give you notice when this occurs.

Billing and payment arrangements:

We may agree with you to provide monthly energy bills or otherwise require that your bills are issued monthly in relation to the retailer's energy plans. You will be invoiced by Termina and Termina will be the recipient of Energy Retailer notices which will be made available for you. Your notices will be sent to your nominated email address. Termina will be the primary contact for your account. You may pay your bills by direct debit, bank transfer, or any other method listed on your bill or agreed by us. If you are facing hardship, contact Termina or your Retailer directly to begin a payment plan.

Moving premises:

If you are moving your Supply Address, you may transfer your Termina Plan with 7 Business Days notice. Termina will continue to provide the best electricity offer for the new Supply Address

Early termination:

Following the expiry of the Cooling-off Period, you may cancel your Termina Plan at any time with 3 business days notice. If you are vacating your Supply Address, you may cancel your Energy Plan with 3 Business Days notice.

Service standards:

Our service to you will meet all Regulatory Requirements applicable in your State. The applicable service standard obligations are specified in the Regulatory Requirements set out in your retailer's Energy Plan.

Payment:

You must pay your Charges by the due date on your bill. You can pay by any method stated on your Termina gas or electricity Invoice, or as agreed with us.

If you've chosen to pay by direct debit, you agree to comply with our direct debit service agreement.

It's important to know you may also have to reimburse us for; any merchant service fees we incur because of the payment method you use, and any costs we incur if your payment is dishonoured or reversed.

If a Termina invoice has not been paid by the due date, with no payment plan arranged, Termina has the right to allow energy companies to disconnect your electricity after overdue reminders have been issued.

For more information please refer to the Terms of Use and Privacy Policy:

- termina.io/terms
- termina.io/privacy

Letter of Authority to Energy retailers

To whom it may concern,

I am pleased to confirm that Amission Renewables Pty Ltd (T/A Termina, ABN: 67 636 146 159) is authorised to act as our agent in the commission and administration of electricity and gas market contracts on our behalf for a minimum period of 36 months, or until I revoke authority in writing.

This authorisation includes requesting electricity and gas quotes and entering into contracts on our behalf, as well as requesting retailers to access our electricity and gas metering data and any other documents, account changes (including but not limited to payment arrangements and contact updates) and information relating to the supply of energy at our property/properties. This includes contract periods and exit fees. This pertains to all electricity and gas accounts, for which account numbers will be provided by email.

I also authorise and consent to Amission Renewables Pty Ltd to have email copies of the electricity and gas accounts for the sites listed sent to accounts@termina.io and Termina listed as the primary contact until such time we withdraw consent.

I also confirm that I do not have life-support equipment or require concessions for any sites related to this agreement.

I acknowledge this constitutes power of attorney over my energy accounts and a company letterhead is not required for information requests or account changes.

*By signing this I agree to the terms of
Termina's Service terms and
Letter of Authority.*

_____	(Full name)
_____	(Company Name)
_____	(ABN/ACN)
_____	(Signature)
_____/_____/_____	(Date)