



# **Realm Standard Terms and Conditions (Embedded Network Customers)**

## **1. About Realm**

Realm specialises in the billing and administration of embedded utility networks, including electricity, gas, hot water, thermal energy and water services. We operate as an exempt seller under the Australian Energy Regulator (AER) and local jurisdictional water authorities. Our services are provided in accordance with the AER Exempt Selling Guideline (Version 7) and any relevant state-based legislation.

## **2. Website Content**

All content on realmcorp.com.au, including text, graphics, pricing information, documents, forms and templates (“Content”), is provided for general information purposes only. While we make reasonable efforts to ensure accuracy, Content may not always reflect the most current regulatory, network or utility pricing updates.

## **3. Use of Services**

You agree to use our website and services only for lawful purposes and in a way that does not infringe on the rights of others, disrupt systems, or introduce harmful material. Realm may suspend access if misuse is detected.

## **4. Utility Billing & Customer Accounts**

Your billing arrangements, tariffs and payment terms are governed by your customer contract or deemed arrangement, the AER exemption framework, and any relevant state water or energy regulation. Tariffs and charges published online are subject to change.

## **5. Customer Portal Access**

Portal access requires users to maintain secure login credentials and ensure information provided is accurate. Realm is not responsible for unauthorised access resulting from compromised login details.

## **6. Privacy & Data Protection**

Realm manages personal information in accordance with the Australian Privacy Principles (APPs). Our Privacy Policy outlines how data is collected, stored and used.

## **7. Third-Party Services & Links**

Links to external payment gateways, distributor sites or resources are provided for convenience. Realm is not responsible for third-party content or availability.

## **8. Interruptions & System Availability**

Realm does not guarantee uninterrupted website or portal access. Maintenance or outages may occur. Realm is not liable for losses arising from downtime.

### **9. Limitation of Liability**

Realm is not responsible for indirect or consequential loss arising from website use, billing information or system availability. Liability that cannot be excluded under Australian law is limited to re-supplying the service.

### **10. Intellectual Property**

All logos, branding, documents and website content are owned by Realm or licensed to us. Users may not reproduce or distribute without permission.

### **11. Changes to Terms**

Realm may update these Terms periodically. Continued use signifies acceptance of updated Terms.

### **12. Governing Law**

These Terms are governed by the laws of Queensland, Australia.

### **13. Contact Us**

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