

## Product Schedule for the Pulse Price Promise

These Terms and Conditions apply to customers offered the Pulse Price Promise. They apply in addition to the Pulse Residential Agreement that applies from 1 January 2016 and as may be amended from time to time in accordance with that agreement. If there is any conflict between these Terms and Conditions and the Pulse Residential Agreement, these Terms and Conditions shall prevail. Any capitalised terms set out in these terms which are not defined in these Terms and Conditions have the same meaning as set out in the Pulse Residential Agreement.

### Availability

The Pulse Price Promise is only available for residential customers who have been offered the Pulse Price Promise.

The Pulse Price Promise is only available in a selected number of regions and for a limited period of time. The Pulse Price Promise offer may be extended to other regions and for additional time at Pulse's sole discretion.

### Price Promise

- If applicable, the Pulse Energy Price Promise means that we commit to offering you a combination of electricity Energy and delivery rates that will give you a lower total cost than what you are paying with your current electricity retailer as at the date of our offer to you for electricity Energy and delivery, after any Prompt Payment Discount (PPD) you currently receive (Price Promise).
- The Price Promise applies only to fixed and variable electricity Energy rates paid on a monthly basis based on billing days or metered Energy. The Price Promise does not apply to Delivery charges or any LPG or Natural Gas related charges. Any other credits or fees you may receive or incur from time to time in accordance with the Pulse Residential Agreement are not subject to the Price Promise.
- Where you have provided a recent invoice from your current retailer, we have calculated an adjustment which is set out in Your Price Plan (labelled Price Promise) to reflect Our Price Promise.
- If you could not supply a copy of your most recent electricity bill from your current electricity provider (or you do not have a current electricity provider), then you acknowledge that the Price Promise does not apply to any rate you are offered by us.
- Price Protection applies to your Energy Rate for two years from the date you originally switched to this product and does not apply to charges under Delivery on your Price Plan which includes Network Services, Retailer Services and Metering. Beyond the Price Protection period we will give you notice of any change in accordance with the Pulse Residential Agreement.
- If you accept the supply of Energy from Us pursuant to Our Price Promise then this Agreement is conditional on Pulse being satisfied in all respects with the rates You are currently paying You electricity provider and any PPD You receive from them, as well as whether or not We are using the correct configuration for Your account. Pulse reserves the right to request a copy of your most recent electricity bill from your current electricity provider and to contact your local Lines Company to satisfy itself as to these matters. If You have not received notification from Pulse regarding this condition not being fulfilled within

[five] Working Days of the later of [signing the Agreement] and providing Your most recent electricity bill (if requested by Us) then Pulse will be taken to be satisfied with the Adjustment it has offered and Your Agreement shall be deemed to have come into full force and effect on the Commencement Date. If Pulse is not satisfied as to these matters, then we will contact you and Your Agreement shall be automatically cancelled and will be of no further force or effect.

- The Price Promise cannot be taken to another network, but can be taken between properties on the same network if the price plan is still available.
- Price Promise is not available to Commercial properties and it cannot be switched to a Commercial property even if it is on the same network
- If you would like to switch between a low or standard user, and this options is available to you at the time we will if necessary re-calculate the Price Promise amount applicable at the average consumer consumption as defined in the Electricity (Low fixed charge tariff option for domestic consumers) Regulations 2004 and adjust the Price Promise amount accordingly.
- Pulse seeks to pass through Network Service Charges. A portion of the Aurora Network Charges are adjusted based upon seasons (summer/winter). For the purpose of the Price Promise product Pulse has levelled this charge across a full year based on seasonal weights using the relevant Network GXP data. Pulse seeks to recover the total charge it faces across all relevant consumers. An individual consumer's charges may differ between the levelled charge and the underlying Network Charge due to changes in the timing of consumption.