

## FREQUENTLY ASKED QUESTIONS – 10 FEBRUARY 2016

#	Question	Response
1	I provided a security deposit to Network Finance, how will I get this back?	<p>Any securities, as well as any credits, you may be owed will be returned to you via your nominated bank account.</p> <p><b><u>It is imperative that you provide us with your nominated bank account details.</u></b></p> <p>The Bank Details Collection form is hosted on Network Services and will capture these details. <b><u>The form is available from 4am, Saturday 13 February and will be the first screen that will appear once logging on to NetOnline.</u></b></p> <p>The form can be closed without populating so you can come back to it at a later time. Once the form has been completed and saved it will not reappear.</p>
2	I provided a bank guarantee to Network Finance, how do I get this back?	Further details on Bank Guarantees will be sent at a later date as we are working with the banks to finalise this process.
3	When is the last delivery from Network Services?	The planned last delivery from Network Services will be Monday 29 February. The first Gordon and Gotch Australia ( <b>GGA</b> ) delivery will therefore take place Thursday 3 March.
4	Who do I send my Network returns back to?	<p>Network Services and NetOnline will remain fully functional until approximately June 2016. Therefore, any titles that have been distributed by Network must be returned to Network.</p> <p>There are a small number of titles that have a longer shelf life that will be managed differently. We will provide you with this list of titles, as well as the required process to return, in future communications.</p> <p>If you currently use NetOnline to process your Network returns you will continue to use NetOnline. Returns can only be made to Gotch Connect for issues that GGA has distributed at this time.</p> <p>Please continue with your standard returns process as Network Services and NetOnline will remain fully functional until approximately June 2016.</p> <p>For those of you on XchangeIT, XchangeIT are working closely with PoS vendors for a smooth transition and further information will be sent directly from XchangeIT to their customers.</p>
5	What will happen to my sales history?	Your sales history will be moved from the Network Services data warehouse to the GGA data warehouse.
6	Will GGA require a security deposit?	GGA typically do not require a security deposit and they are only requested in certain situations. In the future, if an account develops a poor payment or credit history, a review will take place and an appropriate security deposit will be calculated and requested in order to maintain or open an account with GGA.
7	During the transition will Network credits be placed against the GGA statement in the same billing period to ensure consistent cash flow?	<p>The only credits that will appear on GGA statements will be for returns of issues that GGA has distributed, plus a small number of issues that you may be instructed to return to GGA.</p> <p>As Network Services and NetOnline will remain fully functional until approximately June 2016 all product that has been distributed by Network must be returned to Network.</p>

8	What will happen to newsagents who do not currently have a Network account but do have a GGA account?	<p>There are a few instances where a newsagent has a direct GGA account but no Network Services account. If the newsagent has a Managing Agent that is providing them with Network product the following will occur:</p> <ul style="list-style-type: none"> <li>- All contractual arrangements between Bauer Media (formerly ACP Magazines) and its Managing Agents will continue. Whilst Network Services is closing as a division, Bauer Media's contracts with newsagents will continue to apply.</li> <li>- Any Managing Agent that is providing Bauer Media product to a subagent, as authorised by Bauer, is permitted to continue to do so.</li> <li>- For any third Party Independent Publisher product previously delivered by Network Services, GGA will now become the nominated distributor for those products.</li> <li>- GGA will not be permitted to deliver any Bauer product to a newsagent that is a subagent to an agreement with a Managing Agent.</li> </ul>
9	What will happen to newsagents who do not currently have a GGA account but do have a Network account?	<p>There are a few instances where a newsagent has a direct Network Services account but no GGA account. In this instance:</p> <ul style="list-style-type: none"> <li>- All newsagents that currently have a Network Services account but no GGA account will be provided with a Gotch account.</li> <li>- GGA are authorised to provide to this newsagent all products that the newsagent had previously been receiving from Network Services.</li> <li>- Any matters regarding the supply of GGA product to these sites should be discussed between the Managing Agent and their subagent.</li> </ul>
10	Who do I speak to regarding the transfer of my account due to the sale of my business?	<p>Network Services will continue to process any account transfers due to sale of business until 29 February. After that date all transfers will be managed by GGA. All transferring customers (due to sale of business) and new customers will continue to be required to complete a Bauer Retail agreement.</p>