

Sensis Residential Apartment Distribution Policy

Sensis is responsible for the production of White and Yellow Pages[®] printed directories and has a distribution policy that ensures all Australian households and businesses have access to these books.

However, we appreciate that some households may not require books or may prefer to access our business listings via White Pages[®] *Online*, White Pages[®] *Mobile*, Yellow Pages[®] *Online* or Yellow Pages[®] *Mobile*. To support this, the directoryselect.com.au website enables households to order and / or cancel books as required.

We also recognise that some residences, particularly apartments, can be difficult for our distributors to access or may not have a common area to store copies of the books for collection.

The following policy is specific to the distribution of White and Yellow Pages[®] books to residential apartments.

1. Where possible, Sensis will endeavour to distribute books to the door of each apartment.
2. In situations where delivering books to each apartment door isn't possible, Sensis will aim to leave them in an appropriate common area where residents can collect (mailboxes, foyer or otherwise agreed location).
3. In the case of apartment complexes with 10 or more residents, Sensis will aim to leave a limited quantity of books.
4. Where distribution to apartment premises is not possible (e.g. due to security gates) Sensis policy is that books will not be delivered. Residents may pick up books at their local Australia Post office or request a copy from Sensis by visiting directoryselect.com.au or emailing bookdelivery@sensis.com.au.

There is an exception to this Apartment Distribution Policy that relates to those households who have specifically chosen to cancel delivery of their White Pages[®] or Yellow Pages[®] books. These households will not have books delivered to their apartment door or have books left for collection.

Book cancellation requests are *only* considered valid by the following methods:

Visit: directoryselect.com.au
Email: bookdelivery@sensis.com.au

Please note that book cancellation requests are subject to the scheduled planning and delivery dates set out on directoryselect.com.au.