

## Operative Provisions

### 1. Agreement

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These Terms and Conditions together with the attached Schedules and the Order (collectively, the **Agreement**) set out the terms and conditions which govern the provision of the Services by Supplier to Customer. If there is an inconsistency between the various parts of the Agreement, the following order of precedence will apply to the extent of the inconsistency:

- (a) these Terms and Conditions;
- (b) the Schedules; and
- (c) the Order.

### 2. Term and Exclusivity

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#### 2.1 Term

- (a) This Agreement commences on the Commencement Date and continues for the initial term (if any) specified in the Order, following which it will automatically extend for the renewal period specified in the Order unless it is terminated in accordance with clause 13 (the **Term**).
- (b) If no initial term is specified in the Order, the Agreement will proceed for an initial term of 12 months, unless it is terminated in accordance with clause 13.

#### 2.2 Exclusivity

- (a) Customer must not engage, or enter into an agreement to engage, another supplier of services which are the same as or similar to the Services during the Term without Supplier's prior written approval.
- (b) Supplier provides the Services to Customer on a non-exclusive basis. Nothing in this Agreement prevents the Supplier from providing, or entering into an agreement to provide, services which are the same as or similar to the Services to any third party.

### 3. Provision of Services

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#### 3.1 General

- (a) Supplier will:
  - (i) use the reasonable care and skill that can be expected from a competent service provider in providing the Services to Customer in accordance with the Service Levels;
  - (ii) retain sufficient and appropriately qualified and experienced Personnel to provide the Services; and
  - (iii) use its best endeavours to meet the targeted response times and targeted resolution times for applicable Services based on the agreed Service Levels.
- (b) Customer acknowledges and agrees that:
  - (i) the Services or components of the Services may be performed via third parties, including telecommunications and internet service providers;
  - (ii) outages, performance degradations or unavailability attributable to such third parties are beyond the control of Supplier and may impact Supplier's ability to provide the

Services in accordance with the Service Levels; and

- (iii) Supplier will take all reasonable steps to ensure that such third parties comply with the availability requirements of this Agreement.
- (c) Supplier may subcontract the performance of all or part of the Services. Supplier will remain responsible for the provision of any subcontracted Services.

#### 3.2 Scheduled maintenance

If scheduled maintenance is to be carried out, such maintenance will be performed during the times specified in the Order (**Maintenance Window**). If the scheduled maintenance is unable to be completed within the Maintenance Window, Supplier will promptly notify Customer. If emergency maintenance is required, subject to Supplier providing Customer with prior notice, it may be performed at alternative times to the Maintenance Window.

#### 3.3 On-boarding and Off-boarding assistance

- (a) If specified in the Order and prior to the provision of the Services, Supplier will provide the On-boarding Assistance.
- (b) If specified in the Order and prior to the end of the Term, Supplier will provide Customer with Off-boarding Assistance. If either party terminates this Agreement, Supplier will assist Customer in the orderly termination of Services, including timely transfer of the Services to another designated provider.
- (c) Customer agrees to pay Supplier the Off-boarding Fee as specified in the Order for such Off-boarding Assistance.
- (d) Supplier will advise Customer on the on-boarding and/or off-boarding timeframes applicable to Customer. Customer acknowledges that Supplier's timeframes to on-board and/or off-board Customer are dependent on several factors, including the Customer Environment and the number of End Users.

#### 3.4 Material Changes

- (a) Customer acknowledges and agrees that Supplier, acting reasonably, may vary the terms of this Agreement and/or the Fees if:
    - (i) the number of End Users increases or decreases and/or the Customer Environment changes materially; or
    - (ii) Supplier otherwise provides Customer with ten (10) business days' written notice.
- (Material Change).**
- (b) Customer will advise Supplier in writing if it wishes to make a Material Change. Unless otherwise agreed by the Parties, a Material Change will be effective from the beginning of the next calendar month following acceptance of the Material Change by Supplier.
  - (c) If Supplier does not agree to the proposed Material Change, it will notify Customer in writing within a reasonable time of the request being made, not exceeding fourteen (14) days.
  - (d) If Customer does not agree with a variation to the terms of the Agreement and/or the Fees made under clause 7.1(a):

- (i) Customer must provide notice to Supplier within two (2) Business Days that it does not agree to the variation; and
- (ii) the Parties will discuss the variation in good faith within three (3) Business Days of the date on which Supplier receives the notice from Customer with a view to reaching an agreement as to the variation and, if an agreement cannot be reached on the date of the discussion, either Party may terminate the Agreement in accordance with clause 13.1 and no variation will be made to this Agreement.

#### 4. Software and Equipment

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##### 4.1 General obligations, access and rights

- (a) Subject to clause 4.2, Customer acknowledges that all title in and to any Software or Equipment, for example anti-virus licences, backup licences, managed firewalls or Supplier servers, used by Supplier in connection with the provision of the Services remain at all times with Supplier.
- (b) The Equipment will only be affixed to the Site if it is reasonably necessary for its ordinary use. If the Equipment is attached to the Site, the Equipment does not become a fixture and Supplier can still remove the Equipment in accordance with this Agreement.
- (c) Customer must not part with possession of the Equipment without the prior written consent of Supplier.
- (d) Customer must:
  - (i) properly operate any Equipment in accordance with the reasonable requirements and instructions of Supplier;
  - (ii) ensure the Equipment is maintained in substantially good repair and condition during the Term; and
  - (iii) ensure the Equipment does not damage, hinder or unduly interfere with any other third party or their equipment.
- (e) Subject to any negligent act or omission of Supplier and to the extent permitted by any applicable Laws, Customer remains solely responsible and liable for its access and use of its own equipment and software (**Customer Equipment**) and indemnifies Supplier against all Claims, losses, liabilities, damage and injury incurred by Customer, Supplier or any third party by or as a result of use of such Customer Equipment.

##### 4.2 Third Party Material

- (a) Supplier may provide Customer with Software licensed by a third party (**Third Party Material**). If this occurs, Customer acknowledges that:
  - (i) its use of the Third Party Material will be subject to the third party licensor's licence agreement; and
  - (ii) all licences with respect to Customer's use of the Third Party Material will be between Customer and the third party licensor. (**Third Party Licence**).

- (b) Title in any Third Party Material remains at all times with the Third Party.
- (c) Customer is solely responsible for its compliance with the Third Party Licence and Supplier will not be responsible for, or have any obligation to ensure, that Customer agrees to or complies with the Third Party Licence.
- (d) Where requested by Customer, Supplier will use reasonable endeavours to provide Customer with a copy of the Third Party Licence

##### 4.3 Procurement and sale of Hardware

- (a) This clause applies to the extent Supplier supplies Hardware to Customer under the Order. The supply of Hardware is independent of the provision of Services and must be specified in the Order.
- (b) Supplier will use all reasonable endeavours to dispatch Hardware by the due date, but does not accept any liability for non-delivery or failure to deliver on time (or at all) where this is caused by circumstances beyond the reasonable control of Supplier, including, for example, due to failures in supply to Supplier or delays caused by third parties, such as delivery companies or manufacturers. Customer must be available to accept the Hardware at Customer's nominated delivery address during Business Hours unless otherwise arranged.
- (c) Risk in the Hardware passes to Customer immediately on delivery of Hardware to the Site, and title to the Hardware passes to Customer when the Fees have been paid in full to Supplier. Customer must pay the Fees in respect of the Hardware in advance and prior to delivery, unless otherwise agreed in the Order.
- (d) Customer must not do anything to affect ownership of the Hardware unless or until title has passed to Customer.
- (e) Subject to the payment of the applicable Fees, where Customer requests installation of the Hardware, Supplier agrees to ensure the Hardware is installed and operational, in accordance with the Operating Manuals, at the Site and to install the Hardware on or before the installation date agreed between the Parties during Customer's normal business hours.
- (f) Customer will sign a Customer Acceptance Form immediately upon delivery of the Hardware as confirmation that Customer has accepted the Hardware. If the Customer Acceptance Form is not signed, the Hardware will be deemed to have been accepted by Customer within five (5) Business Days of delivery of the Hardware to the Site. Upon installation of the Hardware, Customer will sign a further Customer Acceptance Form, which will be evidence Customer has accepted installation of the Hardware. If the Customer has not signed this further Customer Acceptance Form upon installation of the Hardware, the installation will be deemed to have been accepted by the Customer after five (5) Business Days.
- (g) Customer must obtain and maintain all necessary consents, permits, licences, registrations and approvals from any Government, body corporate, landlord or entity for the Hardware to be installed, used, hired, maintained, upgraded, inspected and/or accessed at the Site by Supplier or its Personnel.

- (h) Subject to clause 11, Customer acknowledges and agrees that Supplier makes no representations and gives no warranties in respect of Hardware, including that the Hardware is fit for any particular purpose.

## 5. Third Party Products and Services

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- (a) This clause applies to the extent that Customer purchases Third Party Products and Services in connection with this Agreement. The supply of Third Party Products and Services is independent of the provision of Services and must be specified in the Order.
- (b) Where Supplier procures Third Party Products and Services for or on behalf of Customer, Customer acknowledges and agrees that its access to and use of such Third Party Products and Services are governed by the Third Party Terms between Customer and the Third Party Supplier and Customer is solely responsible for its compliance with such Third Party Terms.
- (c) Subject to clause 11, Customer acknowledges and agrees that Supplier makes no representations and gives no warranties in respect of the Third Party Products and Services, including that:
- (i) the Third Party Products and Services are fit for any particular purpose; or
  - (ii) the Third Party Products and Services will be effective in protecting Customer from, or preventing, Cyber Breaches or eliminating the risk of Cyber Breaches entirely.
- (d) Subject to clause 11, Customer acknowledges and agrees that Supplier makes no representations and gives no warranties in respect of the Third Party Security Products, including that the Third Party Security Products are fit for any particular purpose or will be effective in preventing a Cyber Breach.

## 6. Customer obligations

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### 6.1 General

- (a) Customer agrees and undertakes to:
- (i) do all things necessary to enable Supplier to perform its obligations under this Agreement including performing any works, providing any equipment or connecting any services as reasonably required by Supplier from time to time;
  - (ii) provide Supplier and its Personnel with access to the Site and Customer's Personnel as and when reasonably requested by Supplier;
  - (iii) provide Supplier and its Personnel with access to the Customer Environment as reasonably required by the Supplier to perform its obligations under this Agreement;
  - (iv) comply with all Laws applicable to the Site including occupational health and safety laws;
  - (v) comply with all data retention Laws applicable to Customer, including Laws related to the security of information including Personal Information;
  - (vi) comply with all requirements and obligations of regulators or governmental agencies,

- including responding to queries, audit requests and investigations by regulators;
- (vii) provide Supplier with all information and documentation as reasonably requested by, or as otherwise necessary for Supplier;
- (viii) use reasonable security precautions in connection with its use of the Services;
- (ix) co-operate with Supplier's reasonable investigations of outages, security problems and any suspected breach of this Agreement;
- (x) keep the contact and other account information that Supplier holds about it up-to-date;
- (xi) not use or attempt to use the Services for any activity which breaches any Law, order, regulation or industry code of practice;
- (xii) not distribute, store or publish any content or material that is restricted, illegal or otherwise unlawful under any applicable Law, or which is likely to be offensive or obscene to a reasonable person; and
- (xiii) not interfere or attempt to interfere in any manner with the functionality or proper operation of the Services.

- (b) Customer must implement and incorporate any recommended changes in respect of the Customer Environment which Supplier reasonably requires to ensure the effective and timely provision of the Services (**Recommendations**).

### 6.2 Site and access requirements

Customer must:

- (a) at its own expense and in accordance with the reasonable directions and specifications of Supplier and its suppliers, prepare and provide access to the Site prior to the supply of the Services;
- (b) ensure that the Site is maintained in good working repair and condition;
- (c) ensure the supply of adequate electric current and electrical and mechanical fittings at the Site;
- (d) ensure existing building connection frames, cables and sockets are in good working order; and
- (e) allow Supplier Personnel to access its Site, facilities and specified equipment to perform its obligations under this Agreement, as and when reasonably requested by Supplier.

## 7. Fees and Payment

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### 7.1 Fees

- (a) Customer will pay the Fees which are specified and invoiced by Supplier in accordance with the Order.
- (b) Supplier may vary the Fees in accordance with clause 3.4.
- (c) Without limiting clauses 7.1(b) and 3.4, the Parties agree that the Fees will increase by the greater of:
  - (i) the CPI rate (all groups) over the preceding 12-month period;
  - (ii) 5%; or

(iii) a percentage specified in the Order, each year on the anniversary of the Commencement Date.

- (d) During the Term and in addition to its rights under clause 7.1(c), Supplier may increase the Fees on written notice to Customer as follows:
- (i) following any increase in the costs of providing the Services as result of any change or increase in costs passed on by any third party suppliers. Any increase in Fees under this clause must be done on a cost pass through basis and must not exceed the increase applied by the third party suppliers. Where able to do so, on request, Supplier will provide Customer with reasonable written evidence verifying the third party supplier's increase; and
  - (ii) following any material increase in the costs of providing the Services as a result of any change or increase in the costs of labour, insurance or such other internal cost to Supplier. Any increase in Fees under this clause must be done on a cost pass through basis where possible having regard to the actual increase in the costs of providing the Services.

## 7.2 Invoicing and payment

- (a) Customer must pay the Fixed Monthly Fees in advance, monthly and as further specified in the Order.
- (b) Other than for the Fixed Monthly Fees, Supplier will issue invoices for the Fees in accordance with the Order and Customer must pay all undisputed invoices within thirty (30) days from the date of the invoice, unless otherwise specified in the Order.
- (c) If Customer disputes in good faith any Fixed Monthly Fees or any amount on an invoice provided by Supplier, then Customer is not obligated to pay the disputed amount until the dispute is resolved, but must pay all other undisputed amounts. Any disputed Fixed Monthly Fees or invoice will be resolved in accordance with clause 14.
- (d) Subject to clause 7.2(c), if Customer fails to pay any Fees by the due date, Supplier may charge interest at the Interest Rate on the outstanding Fees or any other monies due and unpaid by Customer, until such time as Customer has paid in full, the outstanding amount and any interest accrued on the outstanding amount, and Customer will pay to Supplier any reasonable costs incurred by Supplier in relation to collection of any amounts owing.

## 7.3 Taxes

The Fees are exclusive of GST, and where applicable, GST and other taxes, duties or levies will be added to the Fees payable at the then prevailing rate.

## 7.4 Direct debit of credit or debit card

- (a) Customer will set up direct debit payments to Supplier at the time of entering this Agreement and otherwise do all things necessary to enable direct debit payments to be made to the Supplier for the Fees under clause 7.4(b).
- (b) Subject to clause 7.2(c), Customer consents to Supplier direct debiting its credit or debit card for any

amount owing to Supplier under this Agreement that has not otherwise been paid by Customer.

## 7.5 Security Deposit

- (a) Supplier may require the Customer pay a security deposit (**Security Deposit**) at the time of entering this Agreement for the purposes of allowing Supplier to deduct from the Security Deposit any amount owing to Supplier under this Agreement.
- (b) Supplier will repay the Security Deposit to Customer at the end of the Term or if either Party terminates this Agreement.

## 8. Intellectual Property Rights

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- (a) Customer acknowledges that Supplier and its licensors own or are entitled to all right, title to and interest including all Intellectual Property Rights in the Services and any documentation supplied by Supplier to Customer in connection with the Services.
- (b) The Supplier's Intellectual Property (IP) rights extend (including but not limited to): technical knowledge (including databases), security protocols and configurations (customer specific or baselines created and/or maintained by the supplier), infrastructure setups.
- (c) Nothing in this Agreement transfers ownership of the Intellectual Property Rights subsisting in the Services and related documentation except as expressly permitted by the terms of this Agreement.

## 9. Privacy

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### 9.1 Personal Information

If the performance of rights and obligations under this Agreement involves the handling of any Personal Information, then each Party must:

- (a) comply with all applicable provisions of the Privacy Act;
- (b) comply with all reasonable requests or directions of the other Party in connection with an obligation of the other Party under the Privacy Act;
- (c) use the Personal Information only for the purposes of performing its obligations under this Agreement;
- (d) not transfer that Personal Information outside of Australia or allow persons outside of Australia to have access to that Personal Information, unless the other Party has consented in writing to such transfer or access;
- (e) take all necessary steps to ensure that such Personal Information is protected against misuse, loss and unauthorised access; and
- (f) without undue delay, notify the other Party if it becomes aware of a breach of any applicable privacy laws in connection with this Agreement.

### 9.2 Eligible Data Breach

Promptly, and no later than 7 days upon becoming aware of an actual or suspected Cyber Breach, in relation to the Customer Environment, Customer will:

- (a) immediately investigate, or procure the investigation of, the Cyber Breach;
- (b) assess if the Cyber Breach constitutes an Eligible Data Breach and notify Supplier of the following:
  - (i) the reasons why Customer considers that a reasonable person would or would not conclude that the Cyber Breach is an Eligible Data Breach;
  - (ii) whether Customer will make any statements to the affected individuals and the Office of the Australian Information Commissioner; and
  - (iii) where there are reasonable grounds to conclude that the Cyber Breach constitutes an Eligible Data Breach, prepare statements in accordance with section 26WK of Part IIIC of the Privacy Act and make statements to the affected individuals and the Office of the Australian Information Commissioner to notify them of the Cyber Breach.

## 10. Confidentiality

### 10.1 Treatment of Confidential Information

Each Party acknowledges that the Confidential Information of the other Party is valuable to the other Party. Each Party undertakes to keep the Confidential Information of the other Party secret and to protect and preserve the confidential nature and secrecy of the Confidential Information of the other Party.

### 10.2 Use of Confidential Information

A Recipient may only use the Confidential Information of the Discloser for the purposes of performing the Recipient's obligations or exercising the Recipient's rights under this Agreement.

### 10.3 Disclosure of Confidential Information

A Recipient may not disclose Confidential Information of the Discloser to any person except:

- (a) representatives, legal advisers, auditors and other consultants of the Recipient who require it for the purposes of performing its obligations or exercising its rights under this Agreement and then only on a need to know basis; or
- (b) if required to do so by Law or a stock exchange.

### 10.4 Return of Confidential Information

Upon the expiry or termination of this Agreement, the Recipient must promptly deliver to the Discloser all documents or other materials containing or referring to the Discloser's Confidential Information which are in the Recipient's possession, power or control or in the possession power or control of persons who have received the Confidential Information from the Recipient under clause 10.3.

### 10.5 Publicity

Neither Party may, without the written consent of the other:

- (a) make any public announcement regarding this Agreement or the Services; or
- (b) use the name, logo or trademark of the other, or the name of the other Party's Personnel.

## 11. Warranties

### 11.1 Supplier warranties

- (a) Supplier's goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, Customer is entitled:
  - (i) to cancel its service contract with Supplier; and
  - (ii) to a refund for the unused portion, or to compensation for its reduced value.
- (b) Customer is also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, Customer is entitled to have the failure rectified in a reasonable time. If this is not done Customer is entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. Customer is also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
- (c) To the extent permitted by Law and subject to this clause 11, Supplier excludes all conditions, warranties and terms not expressly set out in this Agreement. Where applicable Law provides any consumer guarantee, condition or warranty which cannot be excluded, Supplier's liability for any breach of such consumer guarantee, condition or warranty will be limited to the extent permitted by applicable Law to, at its option to the provision of the entitlements set out in clauses 11.1(a) or 11.1(b).

### 11.2 Customer warranties

Customer warrants that:

- (a) it owns the rights or has the right to use any software, hardware, systems, IP addresses, domain names and all other items in the Customer Environment;
- (b) the Customer Environment is in good working order and it has sole responsibility for the availability and integrity of the Customer Environment; and
- (c) it will:
  - (i) take all reasonable precautions to safeguard its business and specifically its Customer Environment, the Software and Equipment and all applicable software, hardware and data to minimise any loss or disruption, including (as applicable) implementing effective audit control, firewalls, virus checking controls, data security measures and appropriate data and software back-ups; and
  - (ii) comply with Supplier's or the applicable vendor's written instructions for the access and use of all Software and Equipment used within the Customer Environment.
- (d) To the extent that Supplier is providing Cyber Security Services to Customer, the warranties under clause 11.2(c)(i) may be varied in the Order.

## 12. Liability

### 12.1 Limitation on liability

- (a) To the extent permitted by Law, Supplier's total aggregate liability whether in tort (including negligence), contract, breach of statutory duty, misrepresentation, restitution or otherwise, excluding liability for any Hardware and Third Party Products and Services Fees, is limited to the Fees paid under this Agreement in the six (6) following the Commencement Date.
- (b) To the extent permitted by Law, Supplier is not responsible for any loss or damage incurred by Customer or any third party and Customer releases Supplier and its Personnel from all Claims in connection with:
- (i) a Cyber Breach or security incident, irrespective of whether caused or contributed to by Supplier, its Personnel or a third party vendor including but not limited to, any statutory fines or penalties;
  - (ii) Customer's failure to comply with its obligations or warranties under clause 6 (including Customer's failure to implement any Recommendation); or
  - (iii) a third party's failure to comply with its obligations to Customer, including under any Third Party Terms or any other terms entered into by a Customer and the relevant third party.

### 12.2 Cyber Breaches

Unless otherwise specified in an Order:

- (a) Supplier's only obligation arising from a Cyber Breach is to attempt the restoration of such Customer Data to the last available backup; and
- (b) any Cyber Breach remediation services will only be provided by Supplier if agreed in writing between the parties at the Customer's cost.

### 12.3 Exclusions from liability

To the extent permitted by Law and unless specified otherwise in the Order, Supplier will not be liable for loss (including under a warranty or indemnity) suffered by Customer, or failure to provide the Services, to the extent caused or contributed to by any of the following:

- (a) a Cyber Breach;
- (b) the Customer's decision or failure to implement any recommendation by Supplier in relation to the Customer Environment, Customer's security measures or practices or other relevant changes to the Services;
- (c) use of the Services in combination with materials or services not supplied to Customer by Supplier;
- (d) use of the Services in breach of this Agreement;
- (e) operation or use of any Software, Hardware or Equipment supplied under the Agreement other than in accordance with the recommended operating procedures and relevant user documentation or in accordance with normal business use and requirements;
- (f) operation or use of any software, hardware or equipment that:

- (i) is older than three (3) years from the point of installation;
  - (ii) discontinued by the third party supplier; or
  - (iii) no longer supported by the third party supplier;
- (g) any Third Party Products and Services, including any faults, failures, malfunctions or defects in such software, services or products;
  - (h) any unauthorised access to Customer's Environment, network, systems, device applications, services or Customer Data by any party other than the Supplier and its Personnel; or
  - (i) telecommunications or power failure or fault or defective network or internet connection affecting Customer, or affecting Supplier provided that Supplier is unable to reasonably mitigate through its business continuity and disaster plan.

### 12.4 No consequential loss

To the extent permitted by law, neither Party is liable whether in tort (including for negligence), contract, breach of statutory duty, misrepresentation, restitution or otherwise for indirect loss of profits, loss of business, depletion of goodwill, loss or corruption of data or information, or pure economic loss, or for any other special, indirect or consequential loss, costs, damages, charges or expenses however arising under this Agreement.

### 12.5 Proportionate liability

A Party's liability under this Agreement will be reduced to the extent that the other Party caused or contributed to the relevant liability or the act giving rise to the liability.

### 12.6 Avoiding or minimising loss

A Party which incurs a loss under this Agreement must take reasonable steps to avoid or minimise the loss.

### 12.7 Indemnity

- (a) To the extent permitted by Law in connection with the provision of the Services, Supplier agrees to indemnify the Customer against Claims arising under this Agreement and directly out of:
- (i) death or personal injury; or
  - (ii) damage to tangible or real property.
- (b) Clause 12.7(a) will not apply to the extent the infringement is caused by:
- (i) Customer failing to promptly provide Supplier with written notice of such a Claim against Customer;
  - (ii) Customer failing to give Supplier sole control of the defence and settlement of such a Claim against Customer; or
  - (iii) Customer failing to provide Supplier with all reasonable assistance in relation to the defence and settlement of such a Claim.
- (c) To the extent permitted by Law, Customer indemnifies Supplier, and will keep Supplier indemnified, from and against any Claims that Supplier suffers, incurs or is liable for, whether or not contemplated by the Parties, as a result of any:
- (i) loss of, or damage to, any property caused by any act or omission of Customer or

- (i) Customer's Personnel, including through negligence;
  - (ii) personal injury (including sickness or death) caused by an act or omission of Customer or Customer's Personnel, including through negligence;
  - (iii) all Claims, arising from or in connection with a Cyber Breach caused or contributed to by Customer or its Personnel; and
  - (iv) fraud, criminal offence or wilful misconduct by Customer or Customer's Personnel.
- (d) If a Claim is made by a party alleging Customer's access or use of the Services infringes that party's Intellectual Property Rights, Supplier will, at its option either:
- (i) modify or replace the Services so that they become non-infringing; or
  - (ii) procure for Customer the right to continue using the Services.

## 13. Termination

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### 13.1 Termination for convenience

Not less than sixty (60) days prior to the end of the then current Term or Renewal Term, or anytime if no Term or Renewal Term is specified, either Party may terminate this Agreement for convenience by giving the other Party not less than sixty (60) days written notice.

### 13.2 Termination for cause

- (a) This Agreement may be terminated at any time during the Term immediately by a Party if the other Party:
- (i) is in material breach of any of its obligations under this Agreement and it has not rectified the breach within thirty (30) Business Days from receiving written notice requiring it to do so;
  - (ii) is no longer able to perform its obligations under this Agreement due to a change in Law which prevents a Party from performing its obligations under this Agreement; or
  - (iii) suffers an Insolvency Event.
- (b) Without limiting clause 13.2(a), Supplier may terminate this Agreement or suspend the Services if Customer fails to make payment and has not rectified the non-payment within ten (10) Business Days from receiving written notice requiring it to do so.

### 13.3 Termination for Material Change

This Agreement may be terminated at any time during the Term by a Party on a no fault basis after following the Material Change process in clause 3.4.

### 13.4 Consequences of termination

Upon termination of this Agreement in accordance with this clause 13:

- (a) where Customer terminates this Agreement under clause 13.1, Customer agrees to pay for any costs or expenses (including any pre-paid subscriptions, Hardware purchases and licences) incurred directly under this Agreement by Supplier as a result of such early termination;

- (b) all amounts due and payable to Supplier, whether or not invoiced, including any Fees for Services provided up to the date of termination, as at the date of termination become a debt due and payable on the effective date of termination; and
- (c) each Party must promptly return or destroy the other Party's Confidential Information, as directed by the other Party.

### 13.5 Return of Customer Data

- (a) On request, and only after final invoices have been paid, Supplier will deliver to Customer a file containing the Customer Data within thirty (30) days of termination or expiry of this Agreement. Provision of such data will be either charged on a time and materials basis in accordance with the Order or on a fixed fee basis, as advised by Supplier to Customer.
- (b) Customer acknowledges and agrees that Supplier is not obliged to retain the Customer Data after the time period specified in clause 13.5(a) and that Supplier may irretrievably erase the Customer Data after such period.

### 13.6 Survival of rights

Termination of this Agreement does not affect the rights of a Party which have accrued up to the date of such termination.

## 14. Dispute resolution

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### 14.1 Dispute Notice

If any dispute or difference arises between the Parties with respect to the construction, effect or operation of this Agreement, or with respect to any matter connected with this Agreement or arising out of it (a **Dispute**), the Parties must take the following steps to attempt to resolve the Dispute:

- (a) either Party may serve a written notice on the other Party stating the nature of the Dispute and invoking the dispute resolution process set out in this clause 14 (a **Dispute Notice**); and
- (b) the Parties must meet within ten (10) Business Days after the date of the receipt of the Dispute Notice, or such other period as the Parties agree in writing, and negotiate in good faith to resolve the Dispute.

### 14.2 Mediation

If the Dispute is not resolved in accordance with this clause 14 within twenty (20) Business Days of the date of the Dispute Notice, or such other period as the Parties agree in writing, the Dispute will be referred to mediation with the Parties to agree on a mediator who possesses the requisite skills and qualifications to assist the Parties in resolving the Dispute. The Parties will equally share all the costs of the mediation, including without limitation any fees charged by mediator.

### 14.3 Commencing proceedings

Other than proceedings for urgent interlocutory relief, a Party may not commence or maintain any proceedings in any court with respect to a Dispute unless and until that Party has complied with the procedures in this clause 14.

## 15. Non-solicitation

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Each Party agrees not to directly or indirectly solicit, recruit or make an offer of employment to the Personnel of the other Party during the Term and for a period of:

- (a) twelve (12) months;
- (b) six (6) months; or
- (c) three (3) months,

following expiration or termination of the Agreement.

## 16. Insurance

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### 16.1 Insurance Requirements

Each Party must procure and maintain insurance policies at its own expense, appropriate to each party's respective obligations under this Agreement or as otherwise agreed between the parties.

### 16.2 Certificates of Insurance

Either Party may reasonably request certificates of insurance as evidence that the other Party is in compliance with clause 16.1 and the other Party must provide the relevant certificates within thirty (30) days of receiving such a request.

## 17. PPSA

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- (a) This clause 17 applies to the extent Supplier makes Hardware available to the Customer which has not been paid for up front in full by the Customer.
- (b) Customer acknowledges that Supplier's interest under this Agreement is a Security Interest for the purposes of the PPSA and:
  - (i) that Security Interest relates to the Equipment and all proceeds of any kind; and
  - (ii) this Agreement is a security agreement for the purposes of the PPSA.
- (c) Customer consents to Supplier effecting a registration on the PPSR (in any manner Supplier considers appropriate) in relation to any Security Interest arising under or in connection with this Agreement.
- (d) Customer waives its right to receive any notice under the PPSA (including notice of a verification statement) unless the notice is required by the PPSA and cannot be excluded.
- (e) Customer must do all things (including signing any document) and provide all information necessary to enable Supplier to perfect and maintain the perfection of any and each Security Interest granted to Supplier by Customer.
- (f) For the purposes of this clause 17, Customer irrevocably appoints Supplier to be its attorney with power to do all things necessary or expedient including entering into any documents deemed necessary by it to give effect to Customer's obligations under this Agreement.
- (g) If Chapter 4 of the PPSA applies to the enforcement of a Security Interest arising under or in connection with this Agreement, Customer agrees the following provisions of the PPSA will not apply to the enforcement of that Security Interest:

- (i) section 95 (Secured party must give notice of removal of accession), to the extent that it requires Supplier to give Customer a notice;
  - (ii) section 96 (When a person with an interest in the whole may retain accession);
  - (iii) subsection 121(4) (Enforcement of security interests in liquid assets – notice to higher priority parties and grantor);
  - (iv) section 125 (Obligation to dispose of or retain collateral);
  - (v) section 130 (Notice of disposal of collateral), to the extent that it requires Supplier to give Customer a notice;
  - (vi) paragraph 132(3)(d) (Secured party to give statement of account – statement of account following disposal);
  - (vii) subsection 132(4) (Secured party to give statement of account – statement of account if no disposal);
  - (viii) section 142 (Entitled persons may redeem collateral); and
  - (ix) section 143 (Entitled persons may reinstate security agreement).
- (h) Where a person is a controller in relation to the Equipment, the Parties agree that Part 4.3 of the PPSA will not apply to the enforcement of any Security Interest in the Equipment by that controller.
  - (i) Notices or documents required or permitted to be given to Customer for the purposes of the PPSA must be given in accordance with the PPSA.

## 18. General

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### 18.1 Force Majeure

- (a) Neither Party will be liable to the other for any delay or failure to perform its obligations under this Agreement as a result of a Force Majeure Event.
- (b) If a Force Majeure Event arises:
  - (i) the affected Party must notify the other Party of the extent to which the affected Party is unable to perform its obligations;
  - (ii) the affected Party will use its reasonable endeavours to mitigate the effect of the Force Majeure Event; and
  - (iii) the affected Party will not be liable to the other Party for any Claim the other Party suffers or incurs as a result of that Force Majeure Event.
- (c) A Force Majeure Event does not relieve a Party from liability for an obligation which arose before the occurrence of that event, nor does that event affect the obligation to pay money in a timely manner.
- (d) If the Force Majeure Event continues for a period of more than thirty (30) days, either Party may terminate this Agreement by written notice to the other Party.

### 18.2 Notices

Any notice given in connection with this Agreement must be in legible writing and must be addressed to a Party and either hand delivered to, or sent by post to the relevant address or emailed to the relevant email address, as set out

in Item 2 of the Agreement Details. A notice is taken to have been given:

- (a) in the case of being hand delivered, on the date on which it is delivered;
- (b) in the case of being sent by post, on the fifth (ninth if sent to an address in another country) day after the date of posting; or
- (c) in the case of delivery by email, at the time sent, unless the sender is notified, by a system or person involved in the delivery of the email, that the email was not successfully sent.

### 18.3 Governing Law

This Agreement is governed by the law of New South Wales. Each Party submits to the non-exclusive jurisdiction of the courts of New South Wales and its appellate courts.

### 18.4 Counterparts

This Agreement may be executed in any number of counterparts, all of which taken together are deemed to constitute the same Agreement.

### 18.5 Waiver

A provision of this Agreement or a right created under it, may not be waived or varied except in writing, signed by the Party or Parties to be bound.

### 18.6 Costs

Each Party must bear its own costs arising out of the negotiation, preparation and execution of this Agreement.

### 18.7 Severability

If any part or provision of this Agreement is judged invalid or unenforceable in a jurisdiction, it is severed for that jurisdiction, and the remainder of this Agreement will continue to operate in full force.

### 18.8 Assignment and novation

Customer may not assign, novate or transfer its rights and obligations under this Agreement without the prior written consent of Supplier. Supplier may assign, transfer or novate its rights and obligations under this Agreement without the prior written consent of Customer.

### 18.9 Remedies

The rights of a Party under this Agreement are cumulative and not exclusive of any rights provided by Law.

### 18.10 Amendments

Any amendment to this Agreement has no force or effect, unless effected by a document executed by the Parties.

### 18.11 Survival

Clauses 1, 7, 8, 9, 10, 11, 12, 13, 14, 15, 17, 18, and 19 survive termination of this Agreement.

### 18.12 Entire Agreement

This Agreement constitutes the entire agreement between the Parties about its subject-matter and supersedes any previous understandings or agreements on that subject-matter.

### 18.13 Relationship of the Parties

Nothing in this Agreement is intended to create a partnership, joint venture, or agency relationship between the Parties, and each of the Parties agree that they are entering into this Agreement only as independent contractors.

## 19. Definitions and interpretation

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### 19.1 Definitions

In this Agreement, unless the context requires otherwise:

**Agreement** is defined in clause 1;

**Agreement Details** means the section of this Agreement entitled 'Agreement Details';

**Business Day** means a day that is not a Saturday, Sunday or public holiday in New South Wales;

**Claim** means any claim, notice, demand, action, proceeding, litigation, investigation, judgment, damage, loss, cost, expense or liability however arising, whether present, unascertained, immediate, future or contingent, whether based in contract, tort or statute and whether involving a third party or a Party to this Agreement;

**Commencement Date** means the commencement date of this Agreement, as specified in Item 3 of the Agreement Details;

**Confidential Information** means all confidential, non-public or proprietary information, regardless of how the information is stored or delivered, exchanged between the Parties, before, on or after the date of this Agreement, relating to the business, products, services, customers or other affairs of the Discloser of the information but does not include information which is in or becomes part of the public domain other than through breach of this Agreement;

**Corporations Act** means the *Corporations Act 2001* (Cth);

**Customer Acceptance Form** means the form Customer or its agent signs upon the delivery and/or installation of the Hardware;

**Customer Data** means all data and information relating to Customer, and its operations, facilities, customers, Personnel, assets and Customer Environment (including Personal Information) in whatever form that information may exist and which:

- (a) is supplied or made available by Customer to Supplier;
- (b) is created or accessed by or on behalf of Supplier in the course of performing the Services; or
- (c) Supplier has access to under this Agreement;

**Customer Environment** means Customer's information technology, telecommunications, internet and other relevant infrastructure that interfaces with the Services;

**Customer Equipment** is defined in clause 4.1(e);

**Cyber Breach** means any incident in respect of the Customer Environment or Customer Data (including in respect of Personal Information held or stored by Supplier on behalf of Customer) (**Data**) that results in:

- (a) an Eligible Data Breach;
- (b) the Data having been misused, interfered with, corrupted or subject to unauthorised access, modification or disclosure;
- (c) unauthorised access to the Data, storage device or computer network in which such information is stored;
- (d) that Data or the storage device or computer system on which such information is stored being lost or misplaced; or

- (e) any part of the Data becoming corrupted, not accessible, incorrectly modified or deleted as a result of loss, unauthorised disclosure or unauthorised access;

**Cyber Security Services** means the cyber security services to be provided by Supplier to Customer, as described in the Order;

**Discloser** means a discloser of Confidential Information;

**Dispute** is defined in clause 14.1;

**Dispute Notice** is defined in clause 14.1;

**Eligible Data Breach** has the meaning set out in the Privacy Act;

**End User** means an employee, contractor, business partner or customer of Customer who interacts with or uses the Customer Environment;

**Equipment** means any equipment, hardware or tools forming part of the Services which are provided by Supplier to Customer;

**Fees** means the fees payable by Customer for the Services, Hardware, Third Party Products and Services, Project Based Work, On-boarding Assistance or Off-boarding Assistance as specified in the Order;

**Fixed Monthly Fees** means the proportion of the Fees which are to be paid on a monthly basis and are as specified in the Order.

**Force Majeure Event** means an event which is beyond the reasonable control of the party affected, whether foreseeable or otherwise, and which could not have been prevented by the party affected exercising reasonable diligence and includes an act of God, earthquake, cyclone, fire, explosion, flood, landslide, lightning strike, storm, tempest, drought, war or pandemic (declared or undeclared), invasion, act of a foreign enemy, hostilities between nations, civil insurrection, explosion, government intervention, act of public enemy, sabotage, malicious damage, terrorism, civil unrest; contamination by radioactivity from any nuclear waste or from combustion of nuclear fuel, confiscation, requisition, expropriation, prohibition, embargo, damage to property by or under the order of any government authority, strikes at a national level or industrial disputes at a national level, or any failure of the internet or telecommunications services, any failure of public service, absence of transport facilities, absence of raw material supplies, plant breakdown or failure of plant to perform to expected specifications;

**GST** has the meaning given in the GST Law;

**GST Law** has the meaning given in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth), and terms used which are not defined in this Agreement, but which are defined in the GST Law, have the meanings given in the GST Law;

**Hardware** means any hardware which Customer independently procures from Supplier;

**Insolvency Event** means in respect of a Party, the occurrence of one or more of the following events:

- (a) an application or order is made for the winding up or dissolution or a resolution is passed or any steps are taken to pass a resolution for the winding up or dissolution of the company;
- (b) a provisional liquidator, liquidator or person having a similar function under the Laws of any relevant jurisdiction is appointed in respect of the company or

any action is taken to appoint such a person and the action is not stayed, dismissed or withdrawn within ten (10) Business Days;

- (c) the company is deregistered under the Corporations Act or other legislation or notice of its proposed deregistration is given to it; or
- (d) anything analogous to or of a similar effect to anything described above under the Laws of any relevant jurisdiction;

**Intellectual Property Rights** means all intellectual property rights including current and future registered and unregistered rights in respect of copyright, designs, circuit layouts, trade marks, trade secrets, know-how, confidential information, patents, invention and discoveries and all other intellectual property as defined in article 2 of the convention establishing the World Intellectual Property Organisation 1967;

**Interest Rate** means simple interest calculated daily at the applicable Reserve Bank of Australia cash rate plus five percent (5%).

**Law** means any:

- (a) law including Commonwealth, State, Territory, local government legislation or any regulations, by-laws, declarations, ministerial directions and other subordinate legislation;
- (b) common law;
- (c) government or any governmental, semi-governmental, administrative, fiscal or judicial body, department, commission, authority, tribunal, agency or entity requirement or authorisation (including conditions in respect of any authorisation); and
- (d) code of conduct, writ, order, injunction or judgment;

**Maintenance Window** is defined in clause 3.1(c);

**Material Change** is defined in clause 3.4(a);

**Off-boarding Assistance** means the off-boarding assistance specified in the Order;

**On-boarding Assistance** means the on-boarding assistance specified in the Order;

**Operating Manual** means the documentation that provides instructions on the installation and use of Hardware;

**Order** means the order form document in the form of Schedule 1 – Template Order Form that details the Services to be provided to Customer;

**Party** means a party to this Agreement and **Parties** means both of them;

**Personal Information** has the meaning given in the Privacy Act;

**Personnel** means in respect of a Party, that Party's employees, officers, contractors and agents;

**PPSA** means the *Personal Property Securities Act 2009* (Cth) and any regulations made pursuant to it;

**PPSR** means the Personal Properties Securities Register established pursuant to the PPSA;

**Privacy Act** means the *Privacy Act 1988* (Cth);

**Recipient** means a recipient of Confidential Information;

**Recommendations** is defined in clause 6.1(b);

**Related Body Corporate** has the meaning it is given in the Corporations Act;

**Security Deposit** is defined in clause 7.5(a);

**Security Interest** has the same meaning given in the PPSA;

**Services** means the managed services to be provided by Supplier to Customer, as described in the Order;

**Service Level** means the service levels in respect of the Services, as set out in Schedule 2;

**Site** means the location for the provision of the Services, as specified in the relevant Order;

**Software** means any software forming part of the Services which is provided by Supplier to Customer; and

**Term** has the meaning given in clause 2;

**Third Party Licence** has the meaning given in clause 4.2(a)(ii);

**Third Party Material** has the meaning given in clause 4.2(a);

**Third Party Products and Services** means any software, software-as-a service or other products or services which Supplier resells on behalf of a Third Party Supplier to Customer as set out in the Order;

**Third Party Terms** has the meaning given in clause 5(b); and

**Third Party Supplier** means the provider of Third Party Products and Services.

## 19.2 Interpretation

The following apply in the interpretation of this Agreement, unless the context otherwise requires:

- (a) a reference to any Act, regulation, rule or similar instrument includes any consolidations, amendments or re-enactments of it, any replacements of it, and any regulation or other statutory instrument issued under it;
- (b) a reference to the singular includes the plural number and vice versa;
- (c) a reference to a gender includes a reference to each gender;
- (d) person includes a firm, corporation, body corporate, unincorporated association and a governmental authority;
- (e) a reference to a party or a person includes that party's or person's executors, legal personal representatives, successors, liquidators, administrators, trustees in bankruptcy and similar officers and, where permitted under this agreement, their substitutes and assigns;
- (f) an agreement on the part of, or in favour of, two or more persons binds or is for the benefit of them jointly and severally;
- (g) includes means includes but without limitation;
- (h) where a word or expression has a defined meaning, its other grammatical forms have a corresponding meaning;
- (i) a reference to doing something includes an omission, statement or undertaking (whether or not in writing) and includes executing a document;

- (j) a reference to a clause, schedule or annexure is a reference to a clause of, or a schedule or an annexure to this Agreement; and
- (k) a heading is for reference only. It does not affect the meaning or interpretation of this Agreement.

# Schedule 1 – Managed IT Services

## 1. Proposal

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Supplier's proposal is to provide Managed IT Services to Customer. The amount charged each month to the Customer will be the amount set out in the Order, calculated based on the number of users or devices receiving the Managed IT Services.

## 2. General

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### 2.1 Terms

- (a) This schedule (**Schedule 1**) sets out the specific terms and conditions relating to the provision of Managed IT Services between Supplier and Customer.
- (b) The agreement between Supplier and Customer consists of:
  - (i) this Schedule 1;
  - (ii) the Order; and
  - (iii) the Master Services Agreement IT&T Pty Limited
- (c) Any undefined capitalised terms used in this Schedule 1 will have the same meaning as defined in the MSA.
- (d) To the extent of any inconsistencies between this Schedule 1, the Order and the MSA, the order of precedence in clause 1 of the MSA will apply.

### 2.2 Changes to these terms

Supplier or Customer may change the terms of this Schedule 1 in accordance with clause 3.4 of the MSA.

### 2.3 Third Party Services

Where Supplier provides Third Party Products and Services using third party equipment or infrastructure, the terms of the Third Party Supplier will be provided to Customer in accordance with clause 5 of the MSA.

## 3. Term and Renewal

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- (a) This Schedule 1 commences on the Commencement Date and subject to the early termination of the Agreement, remains in force for the Initial Term.
- (b) At the end of the Initial Term, the Term will automatically be extended in accordance with clause 2.1 of the MSA.

## 4. Managed IT Services

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### 4.1 Managed IT Services

- (a) Supplier will provide the Managed IT Services:
  - (i) in respect of the services identified in the Order;
  - (ii) to meet any applicable Service Level; and
  - (iii) where applicable, in accordance with any relevant Third Party Terms.
- (b) Customer acknowledges that it is responsible for the local connectivity required to access the Managed IT Services.

### 4.2 Use and Access

Supplier may limit or suspend Customer's access to and use of the Managed IT Services:

- (a) during a Force Majeure Event;
- (b) if required to do so by applicable Law, including if directed to do so by any government agency; or
- (c) in accordance with clause 13.2 of the MSA.

## 5. Customer obligations

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- (a) Customer undertakes to:
  - (i) take all reasonable precautions to ensure that its means of access to the Managed IT Services (including passwords and login details) are kept secure and protected at all times from misuse or any form of unauthorised access or use;
  - (ii) not do (or omit from doing) anything that may jeopardise the security of the Managed IT Services or access to it;
  - (iii) co-operate with Supplier's reasonable investigations of outages, security problems and any suspected breach of this Schedule 5;
  - (iv) keep the contact and other account information that Supplier holds about it up to date; and
  - (v) not interfere or attempt to interfere in any manner with the functionality or proper working of the Managed IT Services.

- (b) Customer acknowledges that it bears sole responsibility for adequate security, protection and back up of the Customer Data.

## 6. Fees and Charges

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### 6.1 Fees

- (a) Customer must pay to Supplier:
- (i) the Fees for the Managed IT Services (and any Third Party Managed IT Services as applicable) as specified in the Order; and
  - (ii) the amounts of any reasonable expenses (not included under (i)) incurred by Supplier in connection with providing the Managed IT Services (or otherwise in connection with this Agreement).
- (b) Unless otherwise expressed in this Agreement, all Fees are exclusive of GST.

### 6.2 Increase Fees and Charges

- (a) During the Term, Supplier may increase the Fees on written notice to Customer in accordance with clauses 3.4 and 7.1 of the MSA.
- (b) If Supplier increases the Fees in accordance with clause 6.2(a), Customer may terminate the Agreement in accordance with clause 3.4.

### 6.3 Set off

Supplier may set-off any amount payable to Customer by Supplier under or in respect of this Schedule 5, against any amount payable by Customer to Supplier for any reason.

## 7. Fault Reporting

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### 7.1 Fault reporting

- (a) In the event that Customer considers that there is a Fault, Customer may contact Supplier during the Support Service Hours via email at [service@itt.com.au](mailto:service@itt.com.au) to receive assistance from Supplier's technical engineers to assist Customer to resolve the Fault.
- (b) When logging a Fault, Customer is required to give a description of the Fault including if applicable the Service Level that Customer considers applicable and Supplier will use reasonable commercial endeavours to take the appropriate steps to promptly resolve the Fault.
- (c) Where reasonably possible, Customer agrees to provide screen shots to illustrate any problem encountered, so Supplier is better able to assist Customer to resolve the Fault.
- (d) All Faults logged with Supplier will be issued with a Fault report number which will be used by both parties when referencing that Fault.

### 7.2 Resolution of faults

As soon as reasonably practicable upon receipt of notification that a Fault exists and subject to clause 7.3, Supplier will commence action to resolve the Fault:

- (a) for a Fault of Service Level 1 (Critical), with the highest priority and immediate urgency use best endeavours to put in place a temporary remedy of or workaround to the Fault and thereafter to urgently resolve the Fault;
- (b) for a Fault of Service Level 2 (High), as a matter of urgency use best endeavours to put in place a temporary remedy of or workaround to the Fault and thereafter to resolve the Fault as soon as possible;
- (c) for a Fault of Service Level 3 (Medium), as soon as possible use best endeavours to put in place a temporary remedy of or workaround to the Fault and thereafter to promptly resolve the Fault;
- (d) for a Fault of Service Levels (4) and (5) (Low), as soon as reasonably practicable use best endeavours to put in place a temporary remedy or workaround to the Fault and thereafter to promptly resolve the Fault, and
- (e) in each case, Supplier will use reasonable commercial endeavours to resolve the Fault.

### 7.3 Third Party Managed IT Services

Customer acknowledges and agrees that Third Party Managed IT Services may be subject to additional terms and conditions, fault resolution processes and service levels. Where applicable, Supplier will make available and pass through to Customer any applicable service level agreements relating to such Third Party Managed IT Services.

## 8. Coverage Window

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Unless otherwise agreed by the Supplier in writing, the Supplier will respond to a Fault Notification within the Coverage Window indicated below:

Time	Coverage
Business Hours	Monday to Friday 8.00am to 5.00pm (local time in NSW) excluding national public holidays
Support Services Hours	Monday to Friday 8.00am to 5.00pm (Sydney time) Extended support available 8am – 8pm, 7 days per week (Sydney time) for an additional fee

## 9. Planned service outages and emergency service outages

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- (a) Supplier and its third party suppliers may, from time to time, plan a service outage in order to undertake maintenance and upgrades to the Managed IT Services. Where able to do so Supplier will provide Customer with reasonable notice of not less than 48 hours of such Planned Service Outages in advance of them occurring.
- (b) Where Supplier is reasonably able to do so, Planned Service Outages will take place outside of Business Hours.
- (c) Supplier may be also required to undertake emergency maintenance in respect of the Managed IT Services and Supplier may need to undertake such works without prior notification to Customer.
- (d) In such event Supplier will notify Customer of such Managed IT Service outages as soon as practicable following such emergency maintenance. Supplier will endeavour to undertake emergency maintenance outside of Business Hours where reasonably practicable to do so.

## 10. Termination

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In addition to any other right of termination Supplier has, Supplier may terminate any or all of the Managed IT Services immediately where it reasonably believes that:

- (a) there is an excessive or unusual use of the Managed IT Services;
- (b) Customer is jeopardising the operation or quality of Supplier's systems or the services it supplies to other customers;
- (c) Customer is using the Managed IT Services to infringe any third party's Intellectual Property Rights; or
- (d) Customer has refused advice from the Supplier to upgrade or replace defective, old or unsupported hardware, software or any other system that Supplier reasonably believes is a risk to the security or reliability of the Customer's IT system(s).

## 11. Definitions

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- (a) **Business Hours** has the meaning set out in clause 8.
  - (b) **Commencement Date** has the meaning set out in the Order.
  - (c) **Coverage Window** means the agreed hours of operation for service response and restoration activities.
  - (d) **Fault** means a fault or problem of the Managed IT Services including any degradation of the Managed IT Services.
  - (e) **Fault Notification** means a notification by Customer that there is a Fault with the Managed IT Services.
  - (f) **Further Term** has the meaning set out in the Order in Schedule 1.
  - (g) **Initial Term** has the meaning set out in the Order Form.
  - (h) **Managed IT Services** means the Managed IT Services to be provided by Supplier as set out in the Order.
  - (i) **Order** has the meaning set out in Schedule 1 or in the form as otherwise agreed between the parties.
  - (j) **Planned Service Outage** means a Managed IT Service outage occurring in accordance with clause 9.
  - (k) **Software** means any software specified in an Order to be provided by Supplier to Customer.
  - (l) **Support Service Hours** has the meaning set out in clause 8.
  - (m) **Term** means the Initial Term and any Further Term, as described in the Order.
-