

Master Terms

Background

- A Brennan provides a range of information technology services, including:
- outsourcing;
 - maintenance and repair;
 - managed desktop;
 - project services;
 - intranet solutions;
 - application management;
 - application development;
 - systems integration;
 - managed service desk
 - Ultimate Care;
 - Infrastructure as a Service (IaaS);
 - Backup and Recovery as a Service (BRS);
 - Service Pack; and
 - Telephony Service Pack.
- B These Master Terms set out the terms and conditions under which Brennan supplies these services.

Agreement

1. Parties

The parties are:

- 1.1. the Company named in a Brennan Order Form ('Brennan', 'us', 'we' or 'our'); and
- 1.2. the Client named in a Brennan Order Form ('you' or 'your').



2. Master Terms

These Master Terms apply to all IT services provided by us to you to the exclusion of any purchase order or other document submitted by you to us. For clarity any Voice or Data service that we supply to you are covered by a separate Standard Form of Agreement (SFOA).

3. Product Terms

3.1. The services that we are able to provide are described in the Product Terms.

3.2. Each of the Product Terms sets out:

- 3.2.1. the scope of the service;
- 3.2.2. the fees for the service; and
- 3.2.3. any special conditions that apply to the service –

4. Order Form

4.1. You may request a service by submitting a Brennan Order Form to us.

4.2. Each Brennan Order Form:

- 4.2.1. must be in our standard form, as current at the time;
- 4.2.2. must clearly identify the service requested by reference to Product Terms;
- 4.2.3. must set out the required commencement date and term of the service;
- 4.2.4. must be completed by you accurately, with all required information; and
- 4.2.5. is a request for service and not a contract unless and until accepted by us.

5. Service Contracts

- 5.1. If we accept a Brennan Order Form in writing, a binding contract is created ('Service Contract') comprising:
 - 5.1.1. the Product Terms, including any special conditions;
 - 5.1.2. the Brennan Order Form; and
 - 5.1.3. these Master Terms.
- 5.2. Each Service Contract is an independent contract.
- 5.3. If there is any inconsistency between the parts of a Service Contract, the order of priority, from highest to lowest, is:
 - 5.3.1. any special conditions in the Product Terms;
 - 5.3.2. the remainder of the Product Terms;
 - 5.3.3. the Brennan Order Form; and
 - 5.3.4. these Master Terms.

6. Services

- 6.1. For each Service Contract, we will provide you with the service specified in the relevant Product Terms ('the service').

7. Fees

- 7.1. The fees for a service are:
 - 7.1.1. the fees specified in the Product Terms;
 - 7.1.2. if none are specified, our then current published fees for that service; or
 - 7.1.3. if there are no current published fees, at our time and materials rates for similar services.
- 7.2. We may adjust our fees at any time.



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7.3. If we perform any work that is not covered by the Product Terms, we may charge for that work:

7.3.1. at our current published rates for that type of work; or

7.3.2. if there are no current published rates, at our time and materials rates for similar work.

7.4. Unless we say otherwise in writing, when we use the term Monthly Base Fee this means the standard price contained in the Brennan Order Form, excluding variations, usage, consumption, Excluded Item fees or set up fees.

8. Pre-paid fees

8.1. If Product Terms require fees to be pre-paid:

8.1.1. services will not be provided until you pay the pre-paid fees;

8.1.2. we may suspend providing a service if the balance of the pre-paid fees will not cover our fees for the service required; and

8.1.3. we may apply amounts you owe us against the balance of your pre-paid fees in any manner we decide.

8.2. Pre-paid fees are non-refundable.

9. Expenses

9.1. You must reimburse our out of pocket expenses provided:

9.1.1. the expenses have been approved in writing; and

9.1.2. we supply reasonable evidence substantiating the expense.

10. Invoicing and payment

10.1. We will invoice you:

10.1.1. in accordance with any payment schedule specified in the Product Terms;

10.1.2. otherwise:



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- 10.1.2.1. monthly in advance for pre-paid fees; or
 - 10.1.2.2. monthly in arrears.
- 10.2. You must pay each invoice in full:
 - 10.2.1. by the due date specified in the invoice; or
 - 10.2.2. if no due date is specified, within 14 days of the invoice date.
- 10.3. Late invoicing does not affect our right to payment or your obligation to pay.
- 10.4. If a payment is overdue, in addition to our other rights:
 - 10.4.1. we may charge interest on the overdue amount at the Default Rate, calculated daily;
 - 10.4.2. we may withhold providing services under any Service Contract; and
 - 10.4.3. you must indemnify us against all costs and expenses (including legal expenses on a solicitor / client basis) incurred by us in attempting to recover the overdue amount.

‘Default Rate’ means the overdraft reference rate quoted by our principal banker on the first day of the applicable month plus 2%.

11. Third party charges

- 11.1. You are responsible for all third party charges incurred as a result of your use of the service (for example, telecommunications carriage fees) unless we specify otherwise in writing.
- 11.2. Where we specify that our fees include third party charges, we may increase our fees by written notice to you if there is an increase in third party charges.

12. GST

- 12.1. Terms in italics in this clause have the same meaning as in the *A New Tax System (Goods and Services Tax) Act 1999*.
- 12.2. Unless stated otherwise, fees stated under this agreement exclude GST.



BRENNAN IT

- 12.3. The *consideration* payable by you under this agreement is the *value* of any *taxable supply* for which payment is to be made.
- 12.4. Subject to us supplying you with a valid *tax invoice*, if we make a *taxable supply* in connection with a Service Contract for a *consideration*, which represents its *value*, then you must pay, at the same time and in the same manner as the *value* is otherwise payable, the amount of any GST payable in respect of the *taxable supply*.
- 12.5. Subject to us supplying you with a valid *tax invoice*, if a Service Contract requires you to pay, reimburse or contribute to an amount paid or payable by us in respect of an *acquisition* of a *taxable supply* from a third party, the amount required to be paid, reimbursed or contributed by you will be the *value* of the *acquisition* by us less any *input tax credit* to which we are entitled plus, if our recovery from you is a *taxable supply*, any GST payable under clause 12.4.

13. Service delivery

- 13.1. We will provide the service:
 - 13.1.1. during Business Hours, unless otherwise specified in writing;
 - 13.1.2. at the location(s) specified in the Product Terms or, if no location is specified, at the location we determine to be most appropriate; and
 - 13.1.3. with professional skill and care, using appropriately qualified personnel.
- ‘Business Hours’ means between 8:00 am and 6:00 pm, Monday to Friday excluding public holidays at the place in which the service is to be provided.

14. Service standard

- 14.1. We do not warrant that the service will be uninterrupted or error free.
- 14.2. If service levels are specified in the Product Terms, we will use all reasonable efforts to meet or exceed those service levels.
- 14.3. We do not guarantee that service levels will be met. If the Product Terms specify that credits or rebates will apply, those credits or rebates are your sole remedy in respect of service level failure.



15. Access

- 15.1. You must provide us with reasonable and timely access to your facilities, premises, information, equipment, personnel, network and data to enable to fulfill our obligations under the Product Terms.
- 15.2. We will not be responsible for any delay in providing a service where the delay results from your failure to provide timely access in accordance with clause 15.1.

16. Your obligations

- 16.1. You must:
 - 16.1.1. comply with our reasonable and lawful directions in relation to the service;
 - 16.1.2. provide a safe working environment for our personnel;
 - 16.1.3. comply with all laws, regulations, policies and guidelines (including any acceptable use policy that we inform you of) applicable to the service;
 - 16.1.4. ensure that any incumbent provider who is transitioning the service to us makes available the information, resources and facilities required by us to provide the service; and
 - 16.1.5. maintain regular and complete backups of all of your data.
- 16.2. We will not be responsible for any failure, default or delay to the extent caused by your failure to perform your obligations under this clause.

17. Hardware supply

- 17.1. To the extent that the service is for the sale and supply of hardware:
 - 17.1.1. the risk of loss of or damage to the hardware passes to you on delivery;
 - 17.1.2. we own the hardware until you have paid for it in full;
 - 17.1.3. you must not sell, dispose of, assign or encumber the hardware unless and until you have paid for it in full;



- 17.1.4. where the hardware manufacturer's warranty is capable of being assigned to you, it is the only warranty given in relation to the hardware, to the extent permitted by law;
- 17.1.5. where hardware is subject to export control laws or regulations (including US export laws and regulations), you must not directly or indirectly export, re-export, distribute or otherwise act in violation of such laws and regulations; and
- 17.1.6. the United Nations Convention on Contracts for the International Sale of Goods does not apply.

18. Hardware leasing

- 18.1. To the extent that the service is for the leasing of hardware:
 - 18.1.1. we own the hardware and it is leased, not sold, to you;
 - 18.1.2. you must not do anything which is contrary to or prejudices our ownership of the leased hardware;
 - 18.1.3. you must insure the leased hardware for its full replacement value and keep it secure and safe from loss, destruction or damage;
 - 18.1.4. the leased hardware must only be used by in accordance with the manufacturer's instructions and our reasonable directions;
 - 18.1.5. at the end expiry of the lease term you must return the leased hardware to us along with all parts and accessories;
 - 18.1.6. we may require a security deposit which we may apply in satisfaction of any amount you owe us in relation to the leased hardware;
 - 18.1.7. if the leased hardware is lost, destroyed or damaged:
 - 18.1.7.1. you must promptly notify us of the loss or damage;
 - 18.1.7.2. you must pay us the cost of repairing or replacing the leased hardware; and
 - 18.1.7.3. your obligation to pay the fees in respect of the leased hardware is absolute and continues notwithstanding its loss,



destruction or damage or the termination of the Service Contract; and

18.1.8. we may retake possession of the hardware if

18.1.8.1. you breach this agreement; or

18.1.8.2. we reasonably believe we need to do so to protect our title to the hardware –and you irrevocably authorise us to enter on to your premises for this purpose.

19. Loan equipment

19.1. We may install on your premises, loan or otherwise provide you with equipment ('Loan Equipment'). All Loan Equipment:

19.1.1. remains our property;

19.1.2. must only be used by you for the purposes of receiving services from us; and

19.1.3. must be kept secured from loss or damage.

19.2. If Loan Equipment in your possession or control is lost, stolen or damaged:

19.2.1. you must notify us without unreasonably delay; and

19.2.2. you must pay us the replacement cost of the Loan Equipment calculated as the recommended retail price at the date the Loan Equipment was lost, stolen or damaged minus any amount we recover under an insurance policy.

20. Software

20.1. To the extent that a service involves the creation or licensing of software that we own:

20.1.1. we warrant that our software will operate substantially in accordance with its accompanying documentation during the warranty period;

20.1.2. we will use our reasonable efforts to correct any defect provided:



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- 20.1.2.1. you notify us of the defect during the warranty period;
 - 20.1.2.2. you have used the software in accordance with its accompanying documentation and our recommendations;
 - 20.1.2.3. the software has not been used on or in conjunction with equipment or software not approved by us;
 - 20.1.2.4. the software has not been modified by anyone other than us;
 - 20.1.2.5. the defect is not due to a change in your IT or physical environment after delivery of the software; and
 - 20.1.2.6. you are not in breach of this agreement or any Service Contract.
- 20.2. 'Warranty period' means 90 days from the date of delivery, unless we specify a different period.
- 20.3. 'Defect' means a reproducible failure of the software to work substantially as described in the documentation that accompanies it.

21. Third party materials

- 21.1. In providing a service we may supply you with materials (including software) licensed by third parties.
- 21.2. You must comply with the terms of the third party license and you indemnify us against any loss, damage, claim, liability or demand we incur due to your breach of a third party license.

22. Delay

- 22.1. We will use our reasonable efforts to meet any deadlines or milestones that we promise to meet but will not be liable for any delay or failure to meet these.
- 22.2. To the extent that our provision of a service is impaired by:
 - 22.2.1. you;
 - 22.2.2. a third party;



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- 22.2.3. a failure or defect (not caused by us) in hardware or software (not supplied by us); or
 - 22.2.4. an event beyond our reasonable control – then:
 - 22.2.5. our obligation to provide the service is suspended;
 - 22.2.6. we will not be liable to you in respect of any delay or failure to provide the service.
- 22.3. Where our personnel are delayed from performing a service due to a delay you cause, we may invoice you those personnel's hourly rate for the duration of the delay subject only to us making reasonable efforts to reallocate our personnel to other chargeable duties.

23. Confidentiality

- 23.1. A party must not use or disclose the other party's confidential information without prior written approval.
- 23.2. Each party must take all reasonable steps to ensure that its employees and agents do not use or disclose the other party's confidential information.
- 23.3. A party may disclose confidential information where required by law or the rules of a stock exchange.
- 23.4. This clause survives termination of this agreement.
- 23.5. 'Confidential information' means all information treated by the owning party ('discloser') as confidential and:
 - 23.5.1. provided to the other party ('recipient'); or
 - 23.5.2. of which the recipient becomes aware –
except information that:
 - 23.5.3. the recipient creates or lawfully obtains independently of the discloser; or
 - 23.5.4. is public knowledge (otherwise than as a result of a breach of confidentiality by the recipient).



24. Intellectual property rights

- 24.1. Unless otherwise specified in writing, we own exclusively all intellectual property rights in material, including software, that we design, create, modify, supply or licence, even if it was created or modified for or suggested by you.
- 24.2. To the extent necessary for you to receive the benefit of a service, we grant you a non-exclusive, non-transferable, licence to use our materials.
- 24.3. If any of your materials become combined with our materials with your knowledge and without your objection, then we have a perpetual, royalty-free, irrevocable, non-exclusive licence to copy, use, adapt and distribute and sub-license those materials in the course of our ongoing business.
- 24.4. 'Intellectual property rights' includes all patents, copyright, rights in circuit layouts, registered designs, trademarks, trade, business or company names and the right to have confidential information kept confidential.

25. Limitation of liability

- 25.1. Some laws – particularly the *Trade Practices Act 1974* ('the Act') – may give you rights and remedies that cannot be changed or excluded. These Master Terms and each Service Contract are subject to those laws.
- 25.2. Where we are allowed to limit it, our liability for breaches of the Act is limited, at our option to:
 - 25.2.1. in the case of goods:
 - 25.2.1.1. replacing the goods or supplying equivalent goods;
 - 25.2.1.2. repairing the goods;
 - 25.2.1.3. paying for the cost of replacing the goods or buying equivalent goods; or
 - 25.2.1.4. paying for the cost of repairing the goods, and
 - 25.2.2. in the case of services:
 - 25.2.2.1. supplying the services again; or



25.2.2.2. paying for the cost of supplying the services again.

25.3. Subject to clauses 25.1 and 25.2:

25.3.1. All express or implied representations, conditions, warranties and remedies relating to goods or services that we supply are excluded.

25.3.2. We are not liable for any indirect, special, economic or consequential loss or damage or loss of revenue, profits, goodwill, bargain or opportunities or loss or corruption of data or loss of anticipated savings that you incur or suffer in any way, whether:

25.3.2.1. caused by our negligence; or

25.3.2.2. we knew or should have known of the possibility of such loss or damage.

25.4. Subject to clauses 25.5 and 25.6, our maximum aggregate liability under a Service Contract, whether for breach of these terms or in negligence or in any other tort or for any other common law or statutory cause of action or otherwise is the amount equal to the fees you have paid to us under the Service Contract in the preceding year.

25.5. We will not be liable to you for data loss under any circumstances.

25.6. The limitation of liability in clause 25.4 does not apply in the case of a claim that we have caused personal injury or death.

26. Warranty and Indemnity

26.1. You warrant that you have not relied on any representation made by us which has not been stated expressly in these Master Terms.

26.2. You must indemnify us, our employees and agents against any loss (including reasonable legal costs and expenses) or liability any of us reasonably incurs or suffers arising from any proceedings where such loss or liability was caused by:

26.2.1. your breach of these Master Terms or a Service Contract; or

26.2.2. your wilful, unlawful or negligent act or omission.

27. Termination and suspension of Service Contracts

- 27.1. We may terminate or suspend performance of a Service Contract immediately if:
- 27.1.1. you breach the Service Contract and fail to remedy the breach within 14 days after receiving a notice detailing the breach and requiring that it be cured;
 - 27.1.2. you become insolvent;
 - 27.1.3. you fail to pay money owed to us within 30 days of it being due;
 - 27.1.4. you cease, or threaten to cease, carrying on your business;
 - 27.1.5. you exceed your credit limit or there is an adverse change in our credit assessment of you;
 - 27.1.6. we reasonably believe that you have used a service for unauthorised, criminal or unlawful activity; or
 - 27.1.7. an administrator or controller (as those terms are defined in the *Corporations Act 2001*) is appointed in respect of any of your assets.
- 27.2. Your breach of a Service Contract is deemed to be a breach of these Master Terms and all other Service Contracts.
- 27.3. Termination of a Service Contract does not affect our rights of action based on any breach by you before the termination.
- 27.4. On termination we may:
- 27.4.1. repossess any of our property in your possession, custody or control;
 - 27.4.2. retain all moneys paid to us under the Service Contract;
 - 27.4.3. provide you with an invoice for all unpaid fees and expenses and any costs incurred by us as a result of termination; and
 - 27.4.4. pursue any additional or alternative remedies provided by law.



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- 27.5. If you terminate a Service Contract prior to its expiry, then you must pay us within 14 days of invoice, the equivalent of the Monthly Service Fee multiplied by the number of months remaining in the Service Contract¹.
- 27.6. The termination fee in clause 27.5:
- 27.6.1. is a reasonable pre-estimate of our loss and damage arising from an early termination of a Service Contract; and
- 27.6.2. is without prejudice to any other rights we may have to recover other sums from you.
- 27.7. Should the Service Contract expire and not be expressly terminated by you it will continue indefinitely on a quarter by quarter basis and you must provide us with 90 days notice to cancel the service.
- 27.8. Upon expiry or termination of a Service Contract each party must return any property belonging to the other party within 7 days.

28. Termination for Non-Performance

- 28.1. You may terminate the Service Contract immediately if we breach a Service Level Agreement and fail to remedy the breach within 14 days after receiving a notice detailing the breach and requiring that it be cured;
- 28.2. Termination of a Service Contract does not affect our rights of action based on any breach by you before the termination and is without prejudice to any other rights we may have to recover other sums from you.
- 28.3. On termination we may retain all moneys paid to us under the Service Contract;
- 28.4. If you terminate a Service Contract prior to its expiry, as per clause 28.1 then no termination fee will be payable.

¹ e.g. if the Monthly Service Fee is \$200 (inc GST), and there are 3 months remaining in the Service Contract, you must pay us \$600.



29. Notices

29.1. All notices must be:

29.1.1. in writing;

29.1.2. signed by the party giving it (or its authorised representative); and

29.1.3. sent to a party's service address.

29.2. A party's service address is any of:

29.2.1. in the case of a corporation, its current registered office;

29.2.2. the parties' business addresses set out in a Brennan Order Form; or

29.2.3. any other address a party nominates, by written notice to the other party, as a service address.

30. Restraints

30.1. Neither party may approach the Employees, Agents or Contractors of the other party to this Agreement, with an offer of employment during the term of this Agreement or for each of the following periods, 2 months, 3 months, 6 months and 12 months after its expiry or termination.

30.2. For the avoidance of doubt, nothing in this clause 30 prevents either party from employing an employee of the other party as a result of the employee responding to a public notice, in the absence of any solicitation however if this occurs then the employing party will pay a replacement recruitment fee to the other party of \$15,000 ex GST.

31. General matters

31.1. We are an independent contractor and have no authority to bind you by contract or otherwise.

31.2. We may sub-contract the performance of this agreement if we obtain your prior written consent (which you must not unreasonably withhold).



BRENNAN IT

- 31.3. We may assign or novate our rights and obligations under this Agreement at any time without your consent.
- 31.4. You may not assign your rights and obligations under this agreement without our prior written consent (which we will not unreasonably withhold).
- 31.5. If a party overlooks a breach of a Service Contract by the other party on one or more occasions, it is not taken to have agreed to any future breach.
- 31.6. These Master Terms, the Product Terms and the Brennan Order Form are the entire agreement between the parties with respect to the services specified in the Product Terms and all prior agreements regarding those services are superseded. No amendment or modification of a Service Contract is binding unless in writing and executed by the parties.
- 31.7. Anything that is unenforceable must be read down, to the point of severance if necessary.
- 31.8. Anything a party can do, it may do through an appropriately authorised representative.
- 31.9. Any matter in our discretion is in our absolute and unfettered discretion.

32. Applicable law and disputes

- 32.1. This agreement is subject to the laws that apply in New South Wales, Australia.
- 32.2. Any dispute or difference arising in connection with this agreement will be submitted to arbitration in accordance with and subject to the Institute of Arbitrators and Mediators Australia Expedited Commercial Arbitration Rules.
- 32.3. Otherwise, legal proceedings relating to this agreement or any dispute about it must be brought in the courts of New South Wales, Australia.

33. Interpretation

- 33.1. Headings are for navigational assistance only and do not affect the meaning of this agreement.



BRENNAN IT

- 33.2. Where a term is said to 'include' one or more things, the list is not exhaustive and does not limit the natural meaning of the term in any way.
- 33.3. A schedule or attachment to a document (including a schedule or attachment to this agreement) is part of that document, as is any document incorporated by reference.
- 33.4. A reference to the singular includes the plural and vice versa.
- 33.5. There is no significance in the use of gender-specific language.
- 33.6. A 'person' includes any entity which can sue and be sued and any legal successor to or representative of that person.
- 33.7. A reference to a law includes any amendment or replacement of that law.
- 33.8. A provision must not be construed to the disadvantage of a party because that party prepared or required it.