

Communicat provides diverse range of information technology products and services. The nature of our business requires that products and services are subject to different payment terms depending upon the type of product/service.

This document sets out the account payment terms that are required by Communicat. These terms apply from the start of your engagement of Communicat to provide you with products and services and will continue as long as you continue to receive products and services from us. These terms may change from time to time and any such changes will be notified on the Communicat website. In addition, Communicat may require different terms in specific circumstances e.g. if an account is overdue or does not meet Communicat's credit management requirements.

Terminology:

- Within this document Communicat is the supplier and is referred to as "we" or "our";
- The customer is referred to as "the client" or "you".

Our standard payment terms are as follows:

1. **Payment Terms are an important element of our Quality Control Process**

You will be required to adhere to the payment terms stated herein for reasons of efficient financial management and also as a component of our quality control process.

If we do not receive payment from you by the due date we will start to wonder if you have any queries regarding our products and/or services. If that is the case we need to know as soon as possible so that we can take corrective action. If you are unable to pay on-time please let us know the reason.

2. **Equipment, software and other products.** Payment required in full prior to delivery.

Communicat may require either a partial (deposit) or full payment to be made for us to order equipment, software, licences or registration fees. You will be advised of payment requirements when Communicat quotes you for the goods and services. Ownership of equipment, software and other goods will not pass to you until payment in full has received by us for all amounts owed on your Communicat account. By accepting these terms you confirm your acceptance that we may, at our discretion, register your purchases with the Personal Property Securities Register www.ppsr.gov.au.

Once goods and services have been delivered and/or provided to you then any remaining outstanding payment will be due immediately.

3. **Software, extended warranties and other services requiring user registration and/or agreement to licence terms.** Payment required in full prior to delivery.

In the case of software and communication services it is usually necessary for the product or service to be registered in the name of your organisation, also you may be required agree to the licence conditions. In these cases you will be required to submit signed agreements and to pay in full before we will place orders for these services.

4. **Internet registrations.** Approval and payment required before the due date to protect your asset.

Internet domain names and certificates are valuable intellectual property for your business. These registrations are issued for a limited period and must be renewed before the expiry date. This process will

require you to confirm that you wish to renew your registration, agree to the terms and that you have paid the fees or have engaged Communicat to pay the fees on your behalf. Communicat will advise you by email prior to the expiry date. We will raise an invoice and bill your Communicat account or your credit card. If you do not respond to Communicat's advice and pay the invoice you will be at risk of the registration expiring, in which case you will forfeit your rights. If fail to renew your registration your website will become inoperative or may be taken over by an unethical organisation. Communicat cannot be held responsible if your lose your internet registrations due to your failure to respond to our renewal and payment requests.

Therefore you may wish to accept our internet domain name "Auto-Renew" option (see separate agreement).

5. **Monthly services and licences.** Payment required within 14 days after the date of our invoice.

We provide a range of services on a monthly basis including Software as a Service, Internet Hosting and Support Services. These services will be invoiced as at the 1st of each calendar month and will apply to the period from the first to the last day of a calendar month.

Payment is required within 14 days after the 1st of the calendar month. If you wish to change or cancel any service you must provide one clear calendar months' notice prior to the next billing period. The reason for this is that the services we provide to you are dependent on licences we obtain from major software companies such as Microsoft.

These software licences require us to pay full calendar months fees in advance.

There are no pro-rata (i.e. part-month) arrangements available for cancellation or change of services.

Example: Assume you have engaged Communicat to provide you with a hosting, SaaS or licence service on an ongoing basis. Then, on the 15th January, 2018 you decide you want to reduce or cancel the service. Under the terms of our trading, you must provide a clear calendar months' notice of cancellation.

Therefore, if you advise your cancellation on the 15th January, 2018 you will need to continue to pay for the service for the full month of January 2018 and through to the end of February 2018.

If you wish to change these arrangements it is important to think ahead and provide a clear month's notice.

6. **Consulting services.** Payment is required within 14 days after the date of the invoice.

7. **Consequence for non-compliance within these terms.**

If you do not comply with the payment terms stated herein then we reserve the right to withdraw services and recover any goods that have been provided in compensation for amounts owed. In these circumstances we will not be held responsible for any damages, consequential or otherwise, which result from the withdrawal and/or removal of our goods and/or services.