

DOCTORBILL

HYBRID SOFTWARE PTY LTD 114 591 310

TERMS OF SERVICE

PARTICULARS

A PARTIES

- A.1 These Terms of Service form an agreement (**Agreement**) between “DoctorBill”, a division of Hybrid Software Pty Ltd ABN 22 114 591 310 (**DoctorBill** or the **Provider**) and the Customer (**Customer** or **You**).

B PRIVACY POLICY

- B.1 In accepting these Terms you also confirm that you have read and accept our Privacy Policy. You can read our Privacy Policy at #link

C SOLUTION

C.1 Solution Definitions & Description.

- (a) Definitions relevant to the Solution:

- i **Billers** means DoctorBill users (usually health professionals) registered to accept payments through the Solution.
- ii **BPAY** means the bill payment service provided by BPAY Pty Ltd and commonly known as “BPAY”.
- iii **Payers** means patients and other customers of Billers who need to pay the Biller.
- iv **Solution** means the solution described in items (b) and (c).

- (b) DoctorBill is a turn-key payment solution for Billers featuring:

- i **Virtual Terminal Payments.** An online “virtual terminal” for Billers to process credit card payments from Payers at the point-of-sale, which Billers can access through a private login.
- ii **Online Payments.** A Biller-specific online “payments page” accessed by Payers to make credit card payments, available on a unique URL which can be published by the Biller on their invoices, linked to from any webpage or re-directed from within the Biller’s own website.
- iii **BPAY Payments.** A Biller-specific “BPAY reference number” so Payers can make BPAY payments from their financial institutions. The Biller can publish the BPAY reference number and logo on their invoices.
- iv **Telephone Payments.** A dedicated “1300 number” and Biller-specific reference number for Payers to make credit card payments over the phone (**Telephone Payments**). The Biller can publish the 1300 number and the reference number on their invoices and/or website.

- (c) The Solution will provide for Billers to:

- i Offer to Payers some or all of the payment methods as the Biller sees fit for its business;
- ii Identify & reconcile payments made by Payers;
- iii Receive weekly payment of funds received through DoctorBill; and
- iv Integrate the Solution with other software from the Provider (including the Cutting Edge suite of products).

D TERM & LIMITATIONS

D.1 Term.

Your license to access the Solution shall be ongoing until terminated by DoctorBill in accordance with these Terms of Service.

D.2 Limitations on Use.

DoctorBill may limit or restrict access to the Solution from time-to-time as it sees fit, including (but not limited to):

- (a) **Entities.** DoctorBill may restrict access only to businesses with an ABN;
- (b) **Authorised Users.** The Customer's authorised users must be over 18 years of age; and
- (c) **Location.** DoctorBill may restrict access to the Solution to certain jurisdictions where it is able to offer the Solution.

E REGISTRATION

E.1 Registration.

- (a) The Customer must be registered in the Solution to become a Biller.
- (b) DoctorBill may set any registration requirements in its absolute discretion.

F AUTHORISATION & WARRANTIES

- F.1** The Customer authorises and appoints DoctorBill to act as its payment agent to receive money on its behalf through the Solution.
- F.2** DoctorBill authorises the Customer to use the Solution and to promote the available payment methods to its Payers.
- F.3** The Customer warrants that it shall only requests payments through the Solution for which it is rightfully entitled to charge.
- F.4** DoctorBill warrants that it will diligently pay funds received on behalf of the Customer to the Customer on a weekly basis.

G FEES & PAYMENTS

G.1 Fees

- (a) Billers shall pay the following Fees at the rates notified to the Customer from time-to-time in writing by DoctorBill:
 - i Payment Processing Fee, as a percentage of the transaction; and
 - ii Other Fees, as determined by DoctorBill.
- (b) If you do not agree with the rate or type of Fees charged by DoctorBill you must immediately notify DoctorBill in writing and cease to use the Solution.
- (c) The Customer acknowledges that all payments received by DoctorBill on behalf of the Customer shall be subject to a reasonable Payment Processing Fee, and that it is the Customer's responsibility to ensure that it does not market and/or use the Solution if it does not wish to be charged any Fees.

G.2 Payment of Fees.

- (a) Payment of Payment Processing Fees shall be deducted from monies received by DoctorBill on behalf of the Customer.
- (b) Other Fees shall be payable on the terms as set by DoctorBill. DoctorBill will never deduct or charge fees without your agreement (which may be implied).

G.3 Currency.

All transactions are processed in Australian dollars.

G.4 GST.

GST is applicable to any Fees charged by DoctorBill to the Customer. Unless expressed otherwise, all Fees shall be deemed exclusive of GST. DoctorBill will provide the Member with a Tax Invoice for its payment.

G.5 Refunds.

No refunds of Fees are offered other than as required by law.

H PAYMENT HANDLING

H.1 Enquiries from Payers

- (a) The Customer acknowledges that DoctorBill is only a payment solution and does not handle queries from Payers, nor does it support billing disputes. All queries made by Payers will be referred back to the Customer.
- (b) The Customer agrees to handle all billing disputes, errors and queries promptly.

H.2 Refunds & Errors

- (a) DoctorBill cannot refund money or correct errors with payments. Any refunds or errors must be handled directly by the Customer.

- (b) The Customer indemnifies DoctorBill against any claims by Payers or any other person for erroneous, improper billing by the Customer

I CONFIDENTIAL INFORMATION

I.1 DoctorBill will keep confidential all information that it becomes aware of regarding the Customer's:

- (a) Business, employees and contractors;
- (b) Customers and prospects (whether Payers or not); and
- (c) Financial matters.

J TERMINATION

J.1 Either party may end this Agreement at any time by 14 days' written notice to the other party.

K DISCLAIMER – THIRD PARTY SERVICES

K.1 The Customer acknowledges that the Solution is dependent on third-party services, including but not limited to banks, credit card providers, BPAY and telecommunications services.

K.2 The Customer agrees that DoctorBill shall not be responsible or liable in any way for interruptions to the availability of the Solution due to third-party services.

L GENERAL

L.1 **Governing Law.** Victoria, Australia

L.2 **Reference City.** Melbourne

SPECIAL CONDITIONS

1 EFFECT OF SPECIAL CONDITIONS

1.1 The parties may agree to any Special Conditions to this Agreement in writing. Where the parties make such Special Conditions those Special Conditions shall prevail over any inconsistency with any other provisions of this Agreement.

GENERAL CONDITIONS

1 BACKGROUND

1.1 The Customer wishes to access the Solution provided by the Provider.

- 1.2 The terms and conditions in this Agreement govern the provision of the Solution to the Customer by the Provider.

2 INTERPRETATION

- 2.1 The following definitions apply in this document:

- (a) **ABN** means Australian Business Number.
- (b) **ACN** means Australian Company Number.
- (c) **Business Day** means a day (other than a Saturday, Sunday or public holiday) on which banks are open for general banking business in the Reference City set out in item L of the Particulars.
- (d) **Commencement Date** means the date set out in this Agreement.
- (e) **Confidential Information** means all information (whether or not it is described as confidential) in any form or medium concerning any past, present or future business, operations or affairs of either party, including, without limitation:
 - i all technical or non-technical data, formulae, patterns, programs, devices, methods, techniques, plans, drawings, models and processes, source and object code, software and computer records;
 - ii all business and marketing plans and projections, details of agreements and arrangements with third parties, and customer and supplier information and lists;
 - iii all financial information, pricing schedules and structures, product margins, remuneration details and investment outlays;
 - iv all information concerning any employee, customer, contractor, supplier or agent of the relevant party;
 - v the party's policies and procedures; and
 - vi all information contained in this document,but excludes information that the other party can establish:
 - vii is known by or is in the other party's possession or control other than through a breach of this document and is not subject to any obligation of confidence; or
 - viii is in the public domain other than by a breach of this document or any obligations of confidence.
- (f) **Corporations Act** means the *Corporations Act* 2001 (Cth).
- (g) **Customer Content** means data that is entered into the Solution by the Customer that forms part of its Intellectual Property.
- (h) **Fees & Charges** means the fees and charges as set out in the Particulars.

- (i) **Force Majeure** means an event or cause beyond the reasonable control of the party claiming force majeure. It includes each of the following, to the extent it is beyond the reasonable control of that party:
 - i act of God, lightning, storm, flood, fire, earthquake or explosion cyclone, tidal wave, landslide, adverse weather conditions;
 - ii act of public enemy, war (declared or undeclared), terrorism, sabotage, blockade, revolution, riot, insurrection, civil commotion, epidemic;
 - iii the effect of any change in applicable laws, orders, rules or regulations of any government or other competent authority; and
 - iv embargo, inability to obtain necessary materials, equipment or facilities, or power or water shortage.
- (j) **General Conditions** means the terms and conditions set out in the section of this Agreement entitled "General Conditions".
- (k) **GST** has the meaning given by the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).
- (l) **Intellectual Property** means all copyright, patents, inventions, trade secrets, know-how, product formulations, designs, circuit layouts, databases, registered or unregistered trademarks, brand names, business names, domain names and other forms of intellectual property;
- (m) **Intellectual Property Rights** means, for the duration of the rights in any part of the world, any Moral Rights, industrial or intellectual property rights, whether registrable or not, including in respect of Intellectual Property, applications for the registration of any Intellectual Property and any improvements, enhancements or modifications to any Intellectual Property registrations.
- (n) **Moral Rights** means:
 - i moral rights pursuant to the *Copyright Act 1968* (Cth);
 - ii or any rights analogous to the rights set out in Article 6bis of the *Berne Convention for Protection of Literary and Artistic Works 1886* (as amended from time to time).
- (o) **Particulars** means this Agreement's details and variables set out in the section of this Agreement entitled "Particulars".
- (p) **Pricing** means the pricing set out in this Agreement or as notified to the Customer in writing by the Provider from time-to-time.
- (q) **Privacy Act** means the *Privacy Act 1989* (Cth).
- (r) **Privacy Policy** means the Privacy Policy found at the address in item B of the Particulars.
- (s) **Solution** means the solution described in the Particulars.
- (t) **Special Conditions** means the terms and conditions set out in the section of this agreement entitled "Special Conditions".

- (u) **Tax Invoice** has the meaning given by the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

2.2 Headings are only for convenience and do not affect interpretation. The following rules apply unless the context requires otherwise:

- (a) The singular includes the plural and the opposite also applies.
- (a) If a word or phrase is defined, any other grammatical form of that word or phrase has a corresponding meaning.
- (b) A reference to a clause refers to clauses in this Agreement.
- (c) A reference to legislation is to that legislation as amended, re-enacted or replaced, and includes any subordinate legislation issued under it.
- (d) Mentioning anything after *includes*, *including*, or similar expressions, does not limit anything else that might be included.
- (e) A reference to a *party* to this Agreement or another agreement or document includes that party's successors and permitted substitutes and assigns (and, where applicable, the party's legal personal representatives).
- (f) A reference to a *person, corporation, trust, partnership, unincorporated body* or other entity includes any of them.
- (g) A reference to *information* is to information of any kind in any form or medium, whether formal or informal, written or unwritten, for example, computer software or programs, concepts, data, drawings, ideas, knowledge, procedures, source codes or object codes, technology or trade secrets.
- (h) A reference to *dollars* or \$ is to an amount in Australian currency.

3 APPLICATION

3.1 This Agreement applies to use of and access to the Solution.

3.2 Where the Customer does not accept the terms and conditions of this Agreement, the Customer must immediately cease using the Solution.

3.3 This Agreement may be updated by the Provider at its absolute discretion from time-to-time, and unless stated otherwise by the Provider in writing, such updates shall come into effect for use of the Solution at the Customer's next login after the Customer receives written notice of the update(s).

4 AGREEMENT

4.1 By using the Solution, the customer acknowledges and agrees to:

- (a) These Terms of Service; and
- (b) The Privacy Policy.

5 SOLUTION

- 5.1** The Solution is the product described in the Particulars.
- 5.2** The Solution is only accessible to the Customer for the term set out in the Particulars.
- 5.3** The Customer agrees and accepts that the Solution is:
- (a)** hosted by the Provider and shall only be installed, accessed and maintained by the Provider, accessed using the internet or other connection to the Provider servers and is not available 'locally' from the Customer's systems; and
 - (b)** managed and supported exclusively by the Provider from the Provider servers and that no 'back-end' access to the Solution is available to the Customer unless expressly agreed in writing.
- 5.4** As a hosted and managed service, the Provider reserves the right to upgrade, maintain, tune, backup, amend, add or remove features, redesign, improve or otherwise alter the Solution.
- 5.5** The Provider shall not exercise its rights under clause 5.4 in a manner that would intentionally cause the Customer to lose access to Customer Content or fundamentally decrease the utility of the Solution to the Customer, other than in accordance with the terms of this Agreement.

6 LICENSE

- 6.1** By accepting the terms and conditions of this Agreement, the Customer is granted a limited, non-exclusive and revocable license to access and use the Solution for the duration of this Agreement, in accordance with the terms and conditions of this Agreement.
- 6.2** The Provider may issue the license to the Customer on the further terms or limitations (including the number of users or volume of use or transactions) as it sees fit.
- 6.3** The Provider may revoke or suspend the Customer's license(s) in its absolute discretion for any reason that it sees fit, including for breach of the terms and conditions in this Agreement by the Customer or any of its users. The Provider will ordinarily advise the Customer of any suspension or revocation however it is under no obligation to do so.

7 USE

- 7.1** The Customer agrees that it shall only use the Solution for legal purposes and shall not use it to engage any conduct that is unlawful, immoral, threatening, abusive or in a way that is deemed unreasonable by the Provider in its discretion.

8 AUTHORISED USERS

- 8.1** The Customer shall authorise users to access the Solution in its absolute discretion. The Provider accepts no liability for access to Customer Content by users authorised by the Customer or using login details of users authorised by the Customer.

8.2 The Customer is solely responsible for the security of its username and password for access to the Solution.

8.3 The Customer is responsible for ensuring that users comply with this Agreement in full and are liable for any breach of them.

9 CUSTOMER DATA

9.1 The Provider obtains no right, title or interest in Customer Content including any Intellectual Property found within it. The Provider accepts no liability for the content of Customer Content.

9.2 The Customer is responsible for the accuracy, quality and legality of Customer Content and the Customer's acquisition of it, and the users that create, access and/or use Customer Content.

9.3 Despite clause 9.1 the Provider shall be authorised to permanently delete Customer Content where outstanding Fees & Charges remain unpaid in accordance with clauses 11 and 12.

9.4 The Provider shall not access, use, modify or otherwise deal with Customer Content except where required by compulsion of law or upon the Customer's authority (such as to provide support for the Solution).

10 PRIVACY

10.1 The Provider maintains the Privacy Policy in compliance with the provisions of the Privacy Act for data that it collects about the Customer and other customers. The Provider agrees to abide by the Privacy Act regardless of whether the Provider is legally bound by that act.

10.2 The Privacy Policy does not apply to how the Customer handles Customer Content. It is the Customer's responsibility to meet the obligations of the Privacy Act by implementing a Privacy Policy in accordance with law.

10.3 The Provider makes no warranty as to the suitability of the Solution in regards to the Customer's privacy obligations at law or contract, and it is the Customer's responsibility to determine whether the Solution is appropriate for the Customer's circumstances.

11 FEES & CHARGES

11.1 The Customer agrees to pay all Fees & Charges as and when they fall due and to the extent permissible by law. Fees & Charges are non-cancellable and/or non-refundable once ordered or paid.

11.2 The Provider may introduce new services and/or Fees & Charges by giving the Customer written notice of their availability and applicability.

11.3 The Provider shall notify the Customer of any changes to existing Fees & Charges no less than the time period for notice set out in the Fees & Charges. The Provider reserves the right to change the Fees & Charges at any time at its absolute discretion.

11.4 If the Customer does not accept a change to Fees & Charges, the Customer must notify the Provider before the expiry of the time period set out in the Fees & Charges.

11.5 The Provider may revoke or suspend the Customer's license to access the Solution for unpaid Fees & Charges without liability.

11.6 Where the Provider:

- (a) is required to perform any services for the Customer outside of what is set out in this Agreement or otherwise in writing; and
- (b) is subject to delays caused by changes or complexities outside of its control (and not caused by its breach of this Agreement); then
- (c) the Customer agrees that the Provider shall be entitled to charge the Customer an additional amount that is reasonable for the service performed.

12 INVOICING & PAYMENTS

12.1 The Provider shall issue the Customer a Tax Invoice for all Fees & Charges for which GST applies.

12.2 The terms of payment set out in the Fees & Charges shall apply.

12.3 Should the Customer dispute a Tax Invoice, the Customer must notify the Provider of the disputed item within 5 Business Days of the date of the Tax Invoice. The Customer must pay the amount of the Tax Invoice not in dispute within the prescribed payment period.

12.4 Overdue Tax Invoices shall accrue interest at the rate of 1.5% per month, or in default, the maximum rate of penalty interest prescribed under law.

12.5 The Customer authorises the Provider to use the Customer's information for the purposes of obtaining a credit assessment or to otherwise make investigations as to the Customer's payment history.

12.6 Refunds are provided for in accordance with the Particulars or as required by law.

13 DATA

13.1 Security. The Provider takes the security of the Solution and the privacy of its users very seriously. The Customer agrees that the Customer shall not do anything to prejudice the security or privacy of the Provider's systems or the information on them.

13.2 Transmission. The Provider shall do all things reasonable to ensure that the transmission of data occurs according to accepted industry standards. It is up to the Customer to ensure that any transmission standards meet the Customer's operating and legal requirements.

13.3 Storage. The Provider may limit the amount of data that the Customer stores in the Solution, and shall advise the Customer of such. Data that is stored with the Provider shall be stored according to accepted industry standards.

13.4 Backup. The Provider shall perform backups of its entire systems in as reasonable manner at such times and intervals as is reasonable for its business purposes. The Provider does not warrant that it is able to backup or recover specific Customer Content from any period of time unless so stated in writing by the Provider.

14 ACCESS

- 14.1 **Solution.** By accepting the terms of this Agreement the Customer agrees that the Provider shall provide access to the solution to the best of its abilities, however it accepts no responsibility for ongoing access to the Solution.

15 INTELLECTUAL PROPERTY

- 15.1 **Trademarks.** The Provider has moral & registered rights in its trademarks and the Customer shall not copy, alter, use or otherwise deal in the marks without the prior written consent of the Provider.

- 15.2 **Proprietary Information.** The Solution may use software and other proprietary systems and Intellectual Property for which the Provider has appropriate authority to use, and the Customer agrees that such is protected by copyright, trademarks, patents, proprietary rights and other laws, both domestically and internationally. The Customer warrants that it shall not infringe on any third-party rights through the use of the Solution.

- 15.3 **Solution.** The Customer agrees and accepts that the Solution is the Intellectual Property of the Provider and the Customer further warrants that by using the Solution the Customer will not:

- (a) copy the Solution or the services that it provides for the Customer's own commercial purposes; and
- (b) directly or indirectly copy, recreate, decompile, reverse engineer or otherwise obtain, modify or use any source or object code, architecture, algorithms contained in the Solution or any documentation associated with it.

- 15.4 **Content.** All content (with the exception of Customer Content) remains the Intellectual Property of the Provider, including (without limitation) any source code, ideas, enhancements, feature requests, suggestions or other information provided by the Customer or any other party with respect to the Solution.

16 CONFIDENTIALITY

- 16.1 The information and classes of information set out in the Particulars are Confidential Information for the purposes of this Agreement. In default, information relating to the business operations, personal information and other information that should be confidential is Confidential Information.

- 16.2 Each party acknowledges and agrees that:

- (a) the Confidential Information is secret, confidential and valuable to the disclosing party (**Discloser**);
- (b) it owes an obligation of confidence to the Discloser concerning the Confidential Information;
- (c) it must not disclose the Confidential Information to a third party except as permitted in this Agreement;

- (d) all Intellectual Property rights remain vested in the Discloser but disclosure of Confidential Information does not in any way transfer or assign any rights or interests in the Intellectual Property to the receiving party; and
 - (e) any breach or threatened breach by the receiving party of an obligation under this Agreement may cause the Discloser immediate and irreparable harm for which damages alone may not be an adequate remedy. Consequently the Discloser has the right, in addition to other remedies available at law or in equity, to seek injunctive relief against the receiving party (and its agents, assigns, employees, officers and directors, personally) or to compel specific performance of this clause.
- 16.3** A party must notify the Discloser in writing, giving full details known to it immediately, when it becomes aware of:
- (a) any actual, suspected, likely or threatened breach by it of clause 16.1;
 - (b) any actual, suspected, likely or threatened breach by any person of any obligation in relation to the Confidential Information; or
 - (c) any actual, suspected, likely or threatened theft, loss, damage, or unauthorised access, use or disclosure of or to any Confidential Information.
- 16.4** The receiving party must promptly take all steps that the Discloser may reasonably require and must co-operate with any investigation, litigation or other action of the Discloser or of a related body corporate if there is:
- (a) any actual, suspected, likely or threatened breach of a term of this Agreement; or
 - (b) any theft, loss, damage or unauthorised access, use or disclosure of or to any Confidential Information that is or was in its possession or control.

17 LIABILITY & INDEMNITY

- 17.1** The Customer agrees that it uses the Solution at its own risk.
- 17.2** The Customer acknowledges that the Provider is not responsible for the conduct or activities of any user and that the Provider is not liable for such under any circumstances.
- 17.3** The Customer agrees to indemnify the Provider for any loss, damage, cost or expense that the Provider may suffer or incur as a result of or in connection with the Customer's use of or conduct in connection with the Solution, including any breach by the Customer of these Terms.
- 17.4** In no circumstances will the Provider be liable for any direct, incidental, consequential or indirect damages, loss or corruption of data, loss of profits, goodwill, bargain or opportunity, loss of anticipated savings or any other similar or analogous loss resulting from the Customer's access to, or use of, or inability to use the Solution or any content, or in any way relating to an experience itself (or the provision or non-provision of an experience), whether based on warranty, contract, tort, negligence, in equity or any other legal theory, and whether or not the Provider knew or should have known of the possibility of such damage, to business interruption of any type, whether in tort, contract or otherwise.

17.5 Certain rights and remedies may be available under the *Competition and Consumer Act 2010* (Cth) or similar legislation of other States or Territories and may not be permitted to be excluded, restricted or modified. Apart from those that cannot be excluded, the Provider and the Provider's related entities exclude all conditions and warranties that may be implied by law. To the extent permitted by law, the Provider's liability for breach of any implied warranty or condition that cannot be excluded is restricted, at the Provider's option to:

- (a) the re-supply of services or payment of the cost of re-supply of services; or
- (b) the replacement or repair of goods or payment of the cost of replacement or repair.

18 BREACH

18.1 Where a party is in breach of this Agreement, the other party may issue a written notice (**Breach Notice**) requiring the party in breach that must set out:

- (a) the nature of the breach;
- (b) the provisions of the Agreement that are alleged to have been breached;
- (c) a reasonable timeframe to remedy the breach in no less than 10 Business Days; and
- (d) the action required to remedy the breach.

18.2 Where a party issues a compliant Breach Notice in accordance with clause 18.1, the receiving party shall be required to respond and/or remedy the breach as so set out in the Breach Notice. Failure to respond in writing setting out:

- (a) the steps taken to remedy the breach; or
- (b) why the party believes it is not in breach as put forward in the Breach Notice,
- (c) shall not in itself confirm the alleged breach but shall be in itself a breach of this Agreement.

18.3 Failure to remedy a breach set out in a Breach Notice shall be a material breach of this Agreement (**Material Breach**).

19 TERMINATION

19.1 Breach. Where a party is in Material Breach of this Agreement, the other party may terminate this Agreement by giving written notice of termination, which shall become effective 5 Business Days after the date of the notice.

19.2 Insolvency. Either party may terminate this Agreement immediately by notice, if either party:

- (a) stops or suspends or threatens to stop or suspend payment of all or a class of its debts;
- (b) is insolvent within the meaning of section 95A of the Corporations Act;

- (c) fails to comply with a statutory demand (within the meaning of section 459F(1) of the Corporations Act) unless:
 - (d) the debt to which the statutory demand relates is discharged within 15 Business Days of the date of the failure; or
 - (e) the party demonstrates to the satisfaction of the other party (acting reasonably) that it is able to pay all its debts as and when they become due and payable;
 - (f) has an administrator appointed in respect of it;
 - (g) has a controller within the meaning of section 9 of the Corporations Act or similar officer appointed to the whole or a substantial part of its assets or undertaking and that controller or similar officer is not removed within 15 Business Days of the appointment;
 - (h) has an order made or a resolution passed for its winding up or dissolution or it enters into an arrangement, compromise or composition with or assignment for the benefit of its creditors or a class of them;
 - (i) has any security enforced over, or a distress, execution or other similar process levied or served against, the whole or a substantial part of its assets or undertaking; or
 - (j) is subject to any event which, under the law of any relevant jurisdiction, has an analogous or equivalent effect to any of the events listed above.
- 19.3** Expiry or termination of this Agreement is without prejudice to and does not affect the accrued rights or remedies of any of the parties arising in any way out of this Agreement up to the date of expiry or termination.
- 19.4** The rights and obligations under the relevant provisions of clauses 8, 9, 10, 11, 12, 15, 16, 17, 18, 19, 20, 21, 22 and 23 survive termination of this Agreement.

20 DISPUTES

- 20.1** All disputes shall be handled in accordance with the Provider's dispute resolution policy.
- 20.2** Where the Provider does not have a relevant dispute resolution policy for a type of dispute, the following process shall apply:
- (a) **Negotiation.** If there is a dispute between the parties relating to or arising out of this Agreement, then within 5 Business Days of a party notifying the other party of a dispute, senior representatives from each party must meet (or discuss directly via the telephone or internet) and use all reasonable endeavours acting in good faith to resolve the dispute by joint discussions;
 - (b) **Mediation.** If the dispute between the parties relating to or arising out of this Agreement is not resolved within five Business Days of notification of the dispute under Clause 20.1, the parties must agree to submit the dispute to mediation, administered by lawyers engaged in alternative dispute resolution;
 - (c) **Arbitration.** If the dispute between the parties relating to or arising out of this Agreement is not settled by mediation under Clause (b), either party may by written notice to the other refer the dispute to arbitration administered by the Institute of Arbitrators Australia. The arbitrator will be agreed between the

parties from a panel suggested by the President of the Institute of Arbitrators Australia or failing Agreement, an arbitrator will be appointed by the President of the Institute of Arbitrators Australia; and

- (d) **Court proceedings.** A party may not commence court proceedings in relation to a dispute relating to or arising out of this Agreement until it has exhausted the procedures in this clause (d) unless the party seeks appropriate injunctive or other interlocutory relief to preserve property or rights or to avoid losses that are not compensable in damages.

21 FORCE MAJEURE

21.1 If a party is prevented in whole or in part from carrying out its obligations under this Agreement as a result of Force Majeure, it will promptly notify the other party accordingly. The notice must:

- (a) specify the obligations and the extent to which it cannot perform those obligations;
- (b) fully describe the event of Force Majeure;
- (c) estimate the time during which the Force Majeure will continue; and
- (d) specify the measures proposed to be adopted to remedy or abate the Force Majeure.

21.2 Following a notice of Force Majeure in accordance with clause 21.1 and while the Force Majeure continues, the obligations which cannot be performed because of the Force Majeure will be suspended, other than obligations to pay money that is due and payable.

21.3 The party that is prevented from carrying out its obligations under this Agreement as a result of Force Majeure must remedy the Force Majeure to the extent reasonably practicable and resume performance of its obligations as soon as reasonably possible.

21.4 The party that is prevented from carrying out its obligations under this Agreement as a result of Force Majeure must take all action reasonably practicable to mitigate any loss suffered by the other party as a result of the party's failure to carry out its obligations under this Agreement.

21.5 The term of this Agreement will not be extended by the period of Force Majeure.

22 ELECTRONIC COMMUNICATION, AMENDMENT AND ASSIGNMENT

22.1 The words in this clause that are defined in the *Electronic Transactions Act 1999 (Cth)* have the same meaning.

22.2 Each party to this Agreement agrees to the clauses in the Particulars and the Special Conditions. The Particulars, Special Conditions and the General Conditions form a single legal agreement. To the extent that the Particulars or the Special Conditions are inconsistent with the General Conditions, the terms of the Particulars will prevail. To the extent that the Special Conditions are inconsistent with the Particulars, the Special Conditions will prevail.

- 22.3** The Customer can direct notices, enquiries, complaints and so forth to the Provider as set out in this Agreement. The Provider will notify the Customer of a change of details from time-to-time.
- 22.4** The Provider will send the Customer notices and other correspondence to the details that the Customer submits to the Provider, or that the Customer notifies the Provider of from time-to-time. It is the Customer's responsibility to update its contact details as they change.
- 22.5** A consent, notice or communication under this Agreement is effective if it is sent as an electronic communication unless required to be physically delivered under law.
- 22.6** Notices must be sent to the parties' contact details as specified in item A of the Particulars.
- 22.7** The parties to this Agreement may only assign or otherwise create an interest in their rights under this document with the written consent of each other party.

23 GENERAL

- 23.1 Disclaimer.** Each party acknowledges that it has not relied on any representation, warranty or statement made by any other party, other than as set out in this Agreement.
- 23.2 Relationship.** The relationship of the parties to this Agreement does not form a joint venture or partnership.
- 23.3 Waiver.** No clause of this Agreement will be deemed waived and no breach excused unless such waiver or consent is provided in writing.
- 23.4 Further Assurances.** Each party must do anything necessary (including executing agreements and documents) to give full effect to this Agreement and the transaction facilitated by it.
- 23.5 Governing Law.** This Agreement is governed by the laws of the state set out in item L of the Particulars. Each of the parties hereby submits to the non-exclusive jurisdiction of courts with jurisdiction there.
- 23.6 Severability.** Any clause of this Agreement, which is invalid or unenforceable is ineffective to the extent of the invalidity or unenforceability without affecting the remaining clauses of this Agreement.

END GENERAL CONDITIONS