



Acknowledgements

1. By showing the Customers consent to this terms and conditions on a registration page for the Database, the Customer agrees to be bound by this Licence.
2. The parties acknowledge that the Database, information contained therein and the platform, code and other elements of the Database and platform is the intellectual property of the Licensor.
3. The parties further acknowledge that the value of the intellectual property in the database has a current book value exceeding \$2 million. As a consequence:
 - (a) the protection and preservation of the integrity and ownership of the intellectual property of the Licensor is the single most important aspect under this Licence; and
 - (b) the Intellectual Property Conditions are strictly monitored and enforced.

Definitions

4. Each of the following words for this Licence has following meanings;
 - (a) **“Licensor”**

The Wilson Family Discretionary Trust means the Trustee or Trustees of the Wilson Discretionary Family Trust.
 - (b) **“Licence Fee”**

The Licence Fee is the amount shown in Schedule 1, and does not include Credit Card fees, GST or other third party costs.
 - (c) **“Person”**

A reference to a person includes a reference to an individual, company, body corporate, body

politic and other persons and legal entities known by law, as the context permits.

- (d) **“Intellectual Property Conditions”** means an act which might reasonably, threatens or actually breaches the intellectual property rights, copyright, trademarks or patents of the Licensor and includes any of the following actions:
 - (i) Using any of the Database in competition with the Licensor;
 - (ii) Extracting information from the Database other than by use of the reporter tool, in the way that the reporter tool has been designed for use;
 - (iii) Reverse engineering any aspect of the Database;
 - (iv) Extracting more than 35% of the triggers in the Database in a single report, using the report builder tool;
 - (v) Extracting more than 50% of the Database over any period of time, in order to do something that may infringe on the copyright, trademarks, patents and other intellectual property rights of the Licensor;
 - (vi) Duplicating or copying any part of the Database, other than by the report builder tool
 - (vii) Create or distribute derivative works based on the Database or any element thereof
 - (viii) Reproduce the Database except as described in this Licence;
 - (ix) Reverse engineer, decompile, disassemble or otherwise attempt to reconstruct or discover any source code or algorithms of the Database;

- (x) Doing anything or any omission which might infringe on the copyright, trademarks, patents and other intellectual property rights of the Licensor;
- (xi) Sell, lease, assign, license, sublicense, disclose, distribute or otherwise transfer or make available the Database, in whole or in part or any copies thereof, in any form to any third parties;
- (xii) Host the Database for third party use or otherwise make the Database's functionality or any information contained therein available to third parties;
- (xiii) Remove or alter any proprietary notices on the Databases;
- (xiv) Allow use of the Database by third parties not included in the definition or count of Users;
- (xv) Conduct any illegal act or violate public order and moral, or make third party to do those acts, using the Database;
- (xvi) Use the Database for any offers, displays or introduction of any obscene matter or business;
- (xvii) Do something or omit to do something which might bring disrepute, tarnish the name of the Licensor or hurt or damage the reputation of the Licensor
- (xviii) Do something or omit to do something which may or does reduce the future income of the Licensor;
- (xix) Make an act or omission or counsel another to do something or omit to do something which might reasonably discourage a person or entity from purchasing a Licence to the Database or extending an existing Licence.
- (xx) Increase of traffics or data storage, which affects a material impact on a system of the Database or which interferes other users' use.

(xxi) Use of the Database, to be similar to the above and which affects a material impact on a system of the Database.

(e) **"User"**

For the purposes of this Licence, "User" means an individual who is an employee of the Customer and who is authorized to use the Customers unique login to access the Database.

(f) **"Customer"**

The Customer is the entity who has agreed to this Licence and paid the Licence Fee.

The Customer includes the Customer, the officers and employees of the Customer.

(g) **"Database"**

The Database is the Environment and Heritage Regulatory Database, being a web based platform available on the website (insert).

The Database includes (any part thereof and derivatives thereof) the following:

- All data contained on the website
- All source codes and algorithms
- All pictures, documents, images, representations or other elements contained on the above website
- The meta data in the database
- The nomenclature model used to classify data in the databases used on the website
- The way in which data is classified and presented on the website
- All elements of the website
- All intellectual property contained on the website or used in association with the website

(h) **"Release Date"**

The Release Date is the later of the following:

- date that the Licensee pays the Licence Fee to the Licensor and is received by the Licensor;
- date the Customer is provided login details to access the full Database.

(i) **"Commencement Date"**

The Commencement Date is the day that all of the following have occurred:

- (i) the Customer pays the Licence Fee; and
- (ii) the Licensor receives payment of the Licence Fee; and
- (iii) The Customer accepts the terms and conditions in this Licence

(j) **"Term"**

The Term of this Licence is three years from the Commencement Date, and:

- (i) then extended on an annual basis (year to year) automatically; and
- (ii) continues indefinitely (on a year to year basis),

and continues until the Customer gives notice gives written notice to the Licensor of the termination of the Licence, or is earlier lawfully terminated in accordance with this Licence.

(k) **"Server"**

For the purpose of this Licence, "Server" means a computer or computers for publishing web pages and for data base, which are prepared by the Licensor.

Licence Fee

5. The Customer must pay to the Licensor, the Licence Fee annually in advance.
 6. After payment of the Licence fee, the Licensor will provide a username and password to the Customer to login.
 7. If the Customer wishes to provide templates, examples and other information to help in the content of the Database, the Licensor may provide *additional discounts* and *benefits* in exchange for the assistance and value the Customer brings to the Database. If any such assistance is provided by the Customer, then the Customer grants an irrevocable Licence in perpetuity to deal with the material (including all property rights) as the Licensor sees fit.
 8. The Licence Fee does not include costs of third parties. The Customer agrees to pay the following third party costs:
 - (a) GST;
 - (b) Costs associated with dishonored credit cards, cheques and other forms of payment;
 - (c) Credit card surcharge fees on the basis of 3% flat rate for all accepted credit cards;
 - (d) Costs associated with recovering and securing payment of the Licence Fee by the Customer;
 - (e) Other costs incurred by the Licensor associated with payment of the Licence Fee by the Customer.
 9. The Licence Fee does not include Support Charges specified in Schedule 2, unless Schedule 3 specifies that it is included.
- ## Commencement and Term
10. This Licence commences on the Commencement Date and continues for the Term.
 11. The Customer is solely responsible for the Term, which it may choose a term of:
 - (a) Annually; or
 - (b) 3 yearly.
 12. Any termination by the Customer of this Licence where under a Term of 3 years:
 - (a) May only occur, effective after the term has continued for a minimum of 3 years;
 - (b) Must be a minimum of 1 month prior to the termination becoming effective; and
 - (c) Does not entitle the Customer to any refund of any Licence fees, including on a prorata basis (as the fee is an annual fee and cannot be split up on any pro rata basis).
 13. Any termination by the Customer of this Licence where under a Term of 1 year (on an annual basis):

- (a) May only occur, effective after the term has continued for a minimum of 1 year;
 - (b) Must be a minimum of 1 month prior to the termination becoming effective; and
 - (c) Does not entitle the Customer to any refund of any Licence fees, including on a prorata basis (as the fee is an annual fee and cannot be split up on any pro rata basis).
14. If the Customer does not terminate this agreement as specified above, then:
- (a) The Term is extended automatically:
 - (i) For licenses with a Term of 1 year, for a further year, until the Customer terminates this agreement;
 - (ii) For licenses with a Term of 3 years, for a further 3 years until the Customer terminates this agreement;
 - (b) The Licence Fee becomes payable within 14 days of the commencement of the new Term, which if the Customer has provided a direct debit authority, the Licensor may immediately debit that Credit Card.

Number of Users

15. The Customer is responsible for maintaining the confidentiality of the password and username for the login to the Database.
16. The Customer will be authorized to allow the number of Users, to login to the Database, based on the Licence Fee as set out in Schedule 1 under the heading 'No of users'. The Customer identified the maximum number of users of the Database in completing the online form to access the Database. For example, If the Customer pays the Licence Fee where 'No of Users' is:
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- (a) "3", then there are 3 authorised users;
 - (b) "Up to 10", then there are up to and including 10 authorised users;
 - (c) "Unlimited", then there is no limit on how many authorized users the Customer may have.
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17. The Customer is responsible for ensuring that the number of users permitted under the Licence for the Customer who use the Database must not exceed number of users allowable under the Licence.
18. If the number of users who the Customer allows to use the Database exceeds the number of users under the Licence, the Licensor may do any of the following, at its sole discretion:
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- (a) Increase the Licence Fee (including a retrospective amendment of the Licence Fee for the current annum) of the Customer to include the additional user(s) as if they are covered under the Licence, in which case, the variation to the Licence will take effect on giving written notice to the Customer;
 - (b) at any time after such a breach, with or without notice, charge the Customer the Licence fees for a period of up to 3 years in advance;
 - (c) Charge the customer a once off fee, equivalent to a new Licence with only 1 user, as if the new user had taken out a new Licence of their own, and give notice at any time (before or after) the fee is charged, to the Customer;
 - (d) Take another action appropriate to the losses suffered, at the discretion of the Licensor.
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19. If a person logs into the Database using the Customers username, who is not the Customer, the Licensor and Customer acknowledge that the Customer will suffer a consequential loss (as a minimum, the loss of Licence fees). In this event, the Customer is deemed to be in breach of this Licence, and the Licensor may do any of the following things at its sole discretion:
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- (a) Increase the Licence fee (including a retrospective amendment of the Licence fee for the current annum) of the Customer to include the new user(s) as if they are covered under the Licence, in which case, the variation to the Licence will take effect on giving written notice to the Customer;
 - (b) Charge the customer a once off fee, equivalent to a new Licence with only 1 user, as if the new user had taken out a new Licence of their own,

- and give notice at any time (before or after) the fee is charged, to the Customer;
- (c) raise an invoice and charge the Customer for the losses suffered by the Licensor which such losses are to be particularized on the invoice;
 - (d) cancel the Licence with or without notice;
 - (e) at any time after such a breach, with or without notice, charge the Customer the Licence fees for a period of up to 3 years in advance;
 - (f) Take another action appropriate to the losses suffered, at the discretion of the Licensor.
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20. Any such action by the Licensor, only occurs as a result of a breach of the Licence by the Customer. As a consequence, the parties agree that a termination by the Licensor entitles the Customer to, upon giving written notice of not less than 21 days after the action is taken by the Licensor, to the Licensor , to do one of the following things:
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- (a) Convert a 3 year Term, into an annual Term, and the total payable by the Customer to the Licensor is the number of years x the annual licence fee relevant to that number of users (as if it were an annual licence). If this occurs, the Licensor will raise an amended invoice to the Customer;
 - (b) Make representations to the Licensor about why the particular action should not occur, and what the Customer proposes to do (including payment of damages) to adequately compensate the Licensor for the breach or address the breach;
 - (c) Ask for an alternative dispute resolution process to occur. In which case the Customer agrees to pay:
 - (i) the reasonable costs of the Licensor associated with participation in the mediation;
 - (ii) payment of the hourly charge rate of the Licensor as specified in the "Other Hourly Rate" in Schedule 2.
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21. The Customer may only use Database during the term of the Licence.
22. The Customer may use the Database for its own use (if the Customer is a corporation or organization, the use of them is limited for and within such corporation or organization by persons belonging to it).
23. The Licensor owns all right, title and interest in and to the Database architecture, code, information and other elements and information in the Database. The Licensor reserves all rights to the Database that are not expressly granted in this Licence.
24. The Customer is responsible for ensuring that the Customer and all users of the Database comply with the Intellectual Property Conditions.
25. The Customer and all persons under the control of the Customer including all office holders or any entity that those office holders or employees have an interest in, must not within 5 years of the end of this Licence, start a business in competition with this Database.
26. The Customer may not make available functions of all or part of the Database unless otherwise is expressly stated in this Licence. The Licensor reserves the right to determine, in its sole discretion, whether the Customers use of the Database complies with this Licence.
27. The Customers rights are exclusive and non-transferable.
28. The Customer agrees and to provide information about bugs, errors or other issues (including content or functionality) of the Beta Version to the Licensor at no charge and not to claim any right, including, but not limited to, any right under patent law and copyright law, with respect to correction or modification of the Database, which the Licensor may make using information provided from the Customer.
29. The Customer acknowledges and agrees that:
- (a) If it discovers any issue, error or mistake in the Database, it will report the issue on the 'Contact and feedback' part of the Database or email the Licensor about the issue

Use of data

- (b) If the Customer does not report the issues, error or mistake, then the Customer may be made liable for any losses arising from a failure to report it, including as a result of claims by third parties.

Server Administration

- 10. The Licensor will not take measure on the server environment for the Database against falsification of web pages and against web-infected viruses. The customer is responsible for taking measuring against falsification of web pages and against web-infected viruses at its own cost.
- 11. The parties agree that the Licensor may change a server environment for the Database in its sole direction in any time.
- 12. The Licensor will inform the Customer about change of a server environment for the Database.
- 13. The Customer is responsible for all other costs and expenses associated with it accessing the Database, for example, computers, internet connections etc.
- 14. The Licensor is not responsible for the Customers damage arising out of causes that the Customer may not use the Database relating to malfunction of facilities or equipment or of Server environment.
- 17. Any support required or issues identified in the functionality or content of the Database shall be logged on the feedback and contact part of the website. Those issues may be, at the discretion of the Licensor, rectified or dealt with in another way.

Indemnity and release

- 18. The parties acknowledge that the Database is designed to provide information and support the improved standards of a technical area, which is very complex. As a result, the Database will never be 100% accurate or complete. Consequently, the Customer agrees to work with and help improve the Database to improve the information, use and functionality of the Database.
- 19. The Customer agrees that, given the above acknowledgement, it will not make any claim against the Licensor about damage which may be raised from use or non-use of the Database, save for the Licensor acting so unreasonably, that no other provider similar to the Licensor, could reasonably have acted in that manner.
- 20. The Customer agrees to resolve at its own cost and responsibility any dispute, arising out of its use of the Database, including but not limited to, a claim of defamation, a breach of privacy or a claim relating to use some domain name or use of the Database in accordance with this Licence.

Technical Support

- 15. The parties acknowledge and agree that the Licensor will not provide any technical support service with respect to the Database.
- 16. If the Customer requires technical support to find information on the site, then the Licensor may do any of the following:
 - (a) provide technical assistance at the rates provided in Schedule 2 (in which case, the person seeking the assistance will be orally informed of the cost);
 - (b) Agree to another fixed fee for the assistance, where requested by the Licensor; or
 - (c) take another action as is appropriate in the circumstances.

Handling of Information about Customer and users

- 21. The parties acknowledge and agree that the Licensor has a right to record, store and use data about the Customer for:
 - (a) making aggregation or statistics (including providing and distributing it)
 - (b) collecting evidence, data, meta data or other information to establish compliance, non-compliance or behaviors undertaken with this Licence
 - (c) credit card and other financial information provided to the Licensor for recovering the

Licence Fees and losses recoverable under this Licence

- (d) other information collected by the Licensor;
 - (e) other personal information in accordance with the Licensor's privacy policy.
22. The Licensor may provide or disclose information about the Customer if the Licensor is required to do so by a law, judgment or order issued by a court or other government official which is enforceable.
23. The Customer agrees that any information collected, will be handled subject to a privacy policy of the Licensor.

Compliance

24. The Customer agrees to use the Database in a way to comply with any law in a jurisdiction which the Customer uses it.
25. The customer may only use the Database subject to regulations regarding protection of privacy and intellectual property.
26. The customer is responsible for making any users comply with terms and conditions of this Licence, and the Customer agreed that any breach by the Customer's users is deemed as a breach by the Customer, and the Licensor may claim against the Customer, the employee or both at the Licensor's discretion.

Restrictions

27. The Customer shall be subject to rules established by users of Internet, such as a prohibition of sending "spam" mails".
28. If the Customer or any employee or officer of the Customer is aware that any person uses the Database for illegal acts or immoral acts, including but not limited to, operation of a "fishing site", the Customer must inform the Licensor immediately.

Disclaimers

29. The Database is provided on an "as-is" basis.

30. The Licensor makes no representation or warranty of any kind whether express or implied:
- (a) for the Database;
 - (b) implied warranties of merchantability or fitness for a particular purpose;
 - (c) other warranties and conditions implied by law or statute
- to the extent they can be contracted out of or excluded;
31. The Customer warrants that it does not rely on any representation made prior to entering into this Licence and all such representations and claims associated with any representations are waived, voided and cannot be relied upon.
32. The Customer assumes all risk associated with the quality, performance, installation and use of the Database, including, but not limited to, loss of data, software, programs, or unavailable or interruption of operations. The Customer is solely responsible for determining the appropriateness of use of the Database and assume all risks associated with its use.
33. The Licensor will make reasonable efforts to maintain the Database and content therein, however, the Licensor is not responsible for any damage, loss of data, custom information or vendor data, revenue, or other harm to business arising out of delays, misdelivery or nondelivery of information, restriction or loss of access, bugs or other errors, unauthorized use due to the customers or customers users of the Database.
34. The licensor does not warrant that
- (a) The Database meet the Customer's specific requirements,
 - (b) The Database will be uninterrupted, timely, secure or error-free,
 - (c) The results that may be obtained from the use of the Database will be accurate or reliable.

Termination of this Licence

35. The licensor may terminate this Licence without a notice, if the Customer violates any of terms and conditions of this Licence.
36. Notwithstanding anything else in this Licence, the Customer may only terminate this Licence after the initial 3 years Licence has expired. If the Customer wishes to terminate the Licence within the first 3 years of this Licence, then it may do so only when the following have all been met:
- (i) The Licence fee for the first 3 years has been paid in full;
 - (ii) all claims have been settled, payments outstanding have been received by the Licensor, including all damages, losses and other monies that might be owing to the Licensor under this Licence;
 - (iii) all intellectual property, copies of documents and other material derived from the Database has been removed from the Customers computers, files or other documents in the possession or control of the Customer, officers and employees of the Customer, have been returned to the Licensor;
 - (iv) all digital intellectual property, copies of documents and other material derived from the Database has been removed from the Customers computers, files or other documents in the possession or control of the Customer, officers and employees of the Customer, have been deleted by the Customer, and a director or principal of the Customer has signed a statutory declaration that this has been completed, to the satisfaction of the Licensor.
37. Notwithstanding anything else in this Licence, the Customer may only terminate this Licence if the term is 1 year and this Licence has expired. If the Customer wishes to terminate the Licence within the first year of this Licence, then it may do so only when the following have all been met:
- (i) The Licence fee for the first year has been paid in full;
 - (ii) all claims have been settled, payments outstanding have been received by the Licensor, including all damages, losses and other monies that might be owing to the Licensor under this Licence;
 - (iii) all intellectual property, copies of documents and other material derived from the Database has been removed from the Customers computers, files or other documents in the possession or control of the Customer, officers and employees of the Customer, have been returned to the Licensor;
 - (iv) all digital intellectual property, copies of documents and other material derived from the Database has been removed from the Customers computers, files or other documents in the possession or control of the Customer, officers and employees of the Customer, have been deleted by the Customer, and a director or principal of the Customer has signed a statutory declaration that this has been completed, to the satisfaction of the Licensor.
38. Provisions regarding limitation of liability, Indemnification, Extent of Warranty and General in this Licence survive termination of this Licence.
39. Following termination of the Licence by the Customer, all rights of the Customer and obligations on the Licensor merge and the Customer may not make any claim against the Licensor or encourage, counsel, procure or induce any other persons to make a claim against the Licensor whatsoever. This clause may be pleaded as a bar to any proceedings or claim.

Indemnity and release

40. The Customer expressly understands and agrees that the Licensor, its officers, directors, employees, agents, subsidiaries, affiliates and other partners

will not be liable for any direct, indirect, incidental, special, consequential or exemplar damage entered into through or from the Database.

41. The Customer indemnifies and releases the Licensor against all claims, because the Database is a continuing and evolving platform, which it is expected where errors are found, the Customer will report them and the Licensor will fix the issue.

Extent of Liability

42. The Customer expressly understand and agree that the Licensor will not be liable for any direct, indirect, incidental special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if the Licensor has been advised of the possibility of such damages).
43. The Customer understands that access to the Database might be suspended by malfunction of the Database, server or other equipment, or maintenance of those equipment, communication disturbance or delay, errors of software (including the Database) in the server or other equipment
44. The Customer understand that data, program or other electromagnetic record in the Database, server or other element of the Database might be lost, damaged or altered due to computer viruses or lack of security.
45. The Licensor is not liable for restoring data, programs and other electromagnetic data ("Data") nor for compensation of damage, if loss of Data or damage is occurred to the Customer or third party due to one of following causes;
- (a) Data stored in or transferred to the Server is lost, damaged or leaked due to malfunction of

the Server or other equipment or any similar cause,

- (b) the Customer is interrupted to access to the Database or access is not provided timely, or
 - (c) the Customer or third party are interrupted to transfer the data or Database, or transfer of such Data is not made timely.
46. A provision of laws which impose following warranties on the Licensor will not be applied to this Licence between the parties.
- (a) The quality of the Database will meet with the Customers' expectations;
 - (b) The Database will meet with the Customer specific requirements: or
 - (c) the Customers use of the Database will not infringe any third party's rights.
47. In the event that the Licensor is liable to pay damages, losses or other money for any purpose to the Customer, the parties agree that the total amount must not exceed the Licence fee paid by the Customer to the Licensor, excluding costs, fees and expenses incurred by the Licensor.

General

48. The Customer agrees not to use or display any trademark, intellectual property or copyrighted material without a written approval of the Licensor in anyway.
49. This Licence will be governed by and construed in accordance with the laws of Queensland.
50. The Licensor may by giving 7 days' written notice, amend or vary the terms of this Licence, for any reason at the discretion of the Licensor, if required to reduce the legal or other risks to the Licensor.

Schedule 1 – Licence Fees

One customer may have as many users as they wish, however, must pay the licence fee on the line, applicable to that number of users.

The Licence Fee is specified at the web page: <http://www.ehdatabase.com.au/pricing/>

Schedule 2 – Support charges

| Issue / requirement | Fee | Unit of charge |
|------------------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------|
| Fixing an issue with functionality of Database (in scope - reported on page by customer) | \$0 | Per issue reported |
| Fixing an issue with content error (in scope, reported on page by customer) | \$0 | Per issue reported |
| Assisting customer find information on the database | \$180 | Per hour (charges in 1/4 hour increments) |
| Assisting customer use Database | \$180 | Per hour (charges in 1/4 hour increments) |
| Formal training (attending office of customer) | \$1,800 | Per day plus expenses |
| Building online training package at customers request | \$1,800 | Per package |
| Formal legal advice | (External provider - to provide cost on request) | |
| Assistance understanding policy on the Database (non-legal advice) | \$300 | Per hour (charges in 1/4 hour increments) |
| Other hourly rate | \$300 | Per hour (charges in 1/4 hour increments) |
| Building a new page / content on the Database at customers request | \$1,000 | Per page / content |
| All other assistance | By negotiation | |
| Working to implement the regulatory requirements in ISO14001 into your EMS | \$2,000 | Per day or another fixed fee by negotiation |

Schedule 3 – Included charges

| Issue / requirement | Licence type | | |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| | Standard | Premium | Local government |
| Fixing an issue with functionality of Database (in scope - reported on page by customer) | Included | Included | Included |
| Fixing an issue with content error (in scope, reported on page by customer) | Included | Included | Included |
| Assisting customer find information on the database | 2 hours per user All else is excluded | 30 hours per licence All else is excluded | 10 hours per licence All else is excluded |
| Assisting customer use Database | | | |
| Formal training (attending office of customer where reasonable (less than 3 hours travel each way for presenter)) | Excluded | 1 tailored session per year, up to 3 hours plus travel time (6 hours)** | 1 tailored session per year, up to 3 hours plus travel time (6 hours)** |
| Accessing online video training | Included (no limit on use) | Included (no limit on use) | Included (no limit on use) |
| Building online training package at customers request | Excluded | 2 packages per year All else is excluded | 2 packages per year All else is excluded |
| Formal legal advice | Excluded | \$1000 included annually, does not roll over. All else is excluded | \$1000 included annually, does not roll over. All else is excluded |
| Assistance understanding policy on the Database (non-legal advice) | Excluded | 20 hours per licence | 10 hours per licence |
| Other hourly rate | Excluded | Excluded | Excluded |
| Building a new page / content on the Database at customers request | Excluded | 2 per year All else is excluded | 2 per year All else is excluded |
| All other assistance | Excluded | Excluded | Excluded |
| Working to implement the regulatory requirements in ISO14001 into your EMS | Excluded | Included, up to 3 days | Included, up to 3 days |
| Included value | \$600 per user | \$25,800 | \$19,200 |

Note: The above do not roll over from one year to the next – it is provided on usage within the financial year. If the support is not used within the year, it expires.

** This may be exchanged for 3 x tailored online video training sessions. Any time exceeding 9 hours for formal training will be charged at the “All other assistance” hourly rate.