



## Professional Services Packages & Terms

## Nano

A light professional services package to assist with mobilization, training and targeted support.

- Annual package
- **15 Planned Business Days** over 12 months

## Micro

A moderate professional services package that will enable you to leverage all product features.

- Annual package
- **30 Planned Business Day** over 12 months

## Mega

A comprehensive professional services package to support you closely throughout your project.

- Annual package
- **90 Planned Business Days** over 12 months

## Single

Flexibility to tailor your professional services package based on the number of days you need.

- Annual package
- **1 Planned Business Day** over 12 months

**Altra** means Altra Technologies Pty Ltd (ABN 48 676 691 035).

**Client** means the person or entity purchasing services from Altra, as identified in the Client Order.

**Client Order** means the quote, order or other document which sets out the details of which Professional Services Package will be provided to the Client by Altra.

**Business Days** means weekdays (excluding Saturdays, Sundays and public holidays) in Client's time zone.

**Business Hours** means 9.00am to 5.00 on Business Days.

**Planned** means that the services and the times at which they will be provided must be scheduled by agreement in advance.

**Professional Services Package** means one of the services packages described in this document, as specified in the Client Order.

1. Altra will provide the services applicable to the Professional Services Package specified in the Client Order in accordance with this document (**Services**).
2. Altra will provide the Services:
  - (a) for no more than 8 hours per Business Day and during Business Hours only, unless otherwise agreed in writing in advance;
  - (b) for the number of Business Days described in the Professional Services Package; and
  - (c) in minimum increments of one Business Day.
3. To schedule the delivery of the Professional Services Package the Client must provide Altra with a minimum of twenty (20) Business Days' written notice. The delivery of these Services is considered Planned and confirmed only upon the Client's receipt of a written confirmation email from Altra. Following confirmation, Altra will use commercially reasonable efforts to commence the Services. The Client is responsible for ensuring the Altra resource has all necessary access to systems, information, and any other required inputs before the engagement begins.
4. Once the delivery of the Professional Services Package has been confirmed in writing by Altra, the Client must provide a minimum of ten (10) Business Days' written notice to cancel or reschedule the Planned engagement. If the Client provides less than ten (10) Business Days' notice, Altra reserves the right to deduct the full number of days scheduled for the engagement from the prepaid days in the Client's Professional Services Package.
5. Any Services which have been paid for but not used by Client in accordance with these terms will be forfeited by Client. No credit or refund will be given for unused Services. If the period within which the Services must be used has not been agreed in writing, then by default that period will be within 12 months of purchase.
6. All Services will be provided remotely unless otherwise agreed in writing. Any Services which can only be physically provided at a specified location will be subject to a separate signed statement of work between Altra and Client.
7. Altra does not undertake that particular Altra personnel will provide the Services and Altra is entitled to substitute personnel at any time. Altra may subcontract, outsource or otherwise arrange for another person to perform all or part of the Services. Altra will remain liable for the lawful acts and omissions of any subcontractor engaged by Altra.
8. Altra warrants that the Services will be provided with due skill and care by Altra personnel who have the expertise required to be able to perform the relevant Services. Client must notify Altra of any alleged breach of this warranty within 30 days after the performance of the Services. Altra's liability in relation to any breach of this warranty is limited to re-supplying the Services in accordance with this warranty.
9. To the maximum extent permitted by law, other than for the express warranty given above, Altra makes no warranties, express or implied, to Client regarding the Services and Altra disclaims all other warranties, conditions or undertakings, express or implied, statutory or otherwise.
10. Client is solely responsible for:
  - (a) protecting data stored or transmitted by any of equipment involved in the provision of the Services, including providing and maintaining a secure network and network security components such as any firewalls or security related hardware or software and ensuring that all data is fully protected against viruses and malicious software; and
  - (b) back-up and disaster recovery plans and procedures. Altra will not be liable for lost data or the costs of re-entry of lost data.
11. To the extent permitted by law, the total liability of Altra in relation to the Services will not exceed the sum of the amounts paid to Altra under the Client Order, regardless of how any liability arose, and under no circumstances will Altra be liable for any indirect, consequential, or incidental damages regardless of how that liability arose and even if Altra had been advised of the possibility of such damages.
12. Dispute resolution will be conducted in accordance with the relevant provisions of the applicable End User License Agreement and these terms will be construed in accordance with laws of the same jurisdiction as govern the relevant Altra product.
13. All pricing is in USD and excludes GST, VAT and other taxes, unless stated otherwise.