

# SIMPLE PROJECTS PRODUCT SCHEDULE

Infotrust Managed Technology Pty Ltd & Customer

Version 1.0

Release Date for Terms: 22 April 2026



### Document Change Control

Version	Release Date	Changes	Edited By
1.0	22/04/2026	Release of Terms	

Document	Document Title	State	Final

### Copyright Statement

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This Product Schedule contains further terms regarding project services for Simple Projects. These terms apply in addition to the General Terms and forms part of the Agreement with Infotrust Managed Technology Pty Ltd ("Service Provider"). Defined terms in the Service Providers' General Terms have the same meaning in this Product Schedule unless expressed to the contrary.

Fulfilment of Orders and delivery of solutions are delivered under the following projects:

- Simple Projects
- Complex Projects

### Service Provider Responsibilities

- (i) Upon acceptance of the Order, a Simple Project will be established to deliver the ordered product or service.
- (ii) A project resource (Project Resource) will be assigned to run the Simple Project.
- (iii) The Project Resource will work with the relevant vendors to order any products, or activate subscribed services.
- (iv) The Project Resource will contact you for any additional information required to fulfil or deliver your Order.

### Customer Responsibilities

Provide to the Service Provider in a timely manner:

- (i) information or assistance as reasonably requested to assist fulfilment of the Order
- (ii) access to the nominated Customer site or the Customers' IT environment, when it's required for delivery of the Order
- (iii) access to Customers' users, and accounts used by the Customer (including login details and passwords).

### Delays

- (i) The Customer may request changes, or a delay, to an Order or Simple Project prior to any Service Provider resources (or third party vendors) being mobilized.
- (ii) Once Service Provider resources, or third party vendor resources, have been mobilized, any actions or omissions by the Customer, Customer representative or Customer third party, which results in a delay (Delay) to the progress of the Simple Project, may result in the Service Provider:
  - (a) placing the Simple Project on-hold; or
  - (b) terminating the Simple Project
- (i) **Simple Project "on-hold"**: Where the Service Provider deems the Delay is likely to impact the Simple Project, the Service Provider may choose to temporarily place the project on-hold. The Customer will be advised in writing when this occurs. The Project Resource will work with the Customer (and if required, the vendor) to determine a new project completion date. The customer acknowledges that when a project is placed on hold, all outstanding invoices must be paid, prior to the project recommencing. The Customer acknowledges and agrees that if a project remains on-hold for an unreasonable period of time, then the Service Provider may terminate the project (as described in section ii below)
- (ii) **Termination of Simple Project**: Where the Service Provider deems the Delay to be material, it may elect to terminate the Simple Project, by giving the Customer 5 days prior written notice. The Customer acknowledges and agrees that where the Service Provider terminates the project, then the Customer will pay the Service Provider reasonable cancellation fees (including vendor fees associated with terminating any products or services). These cancellation fees will be provided to the Customer at the time of project termination.

- (iii) Where a project is placed on hold, or terminated as described in this Schedule, the Customer remains liable for, and agrees to pay for:
  - (a) any vendor Products purchased by the Service Provider on behalf of the Customer, or
  - (b) Products already shipped from the vendor.

**Definitions:**

**Simple Project** means a project that may include, but isn't limited to the following:

- (i) fulfilment of hardware orders,
- (ii) voice and internet services, and delivery of other Products,
- (iii) project with a pre-defined scope, and takes 5 or less Business Days
- (iv) project that does not require the development of a statement of work.

**Complex Project** means a project delivering a solution which involves a higher degree of difficulty, uncertainty and risk, and is beyond the scope of a Simple Project solution.

*All other defined terms have the meanings as described in the Service Provider General Terms.*



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## About Infotrust

Infotrust is Australia's leading ASX-listed technology and cyber security services provider and the largest member of the Infotrust Group (ASX:ITS). With over 250 professionals nationwide, including 140+ cyber specialists, Infotrust delivers end-to-end cyber security, managed IT, and advisory services for public and private sectors. Its Australian-based Security Operations Centre operates 24/7, ensuring real-time threat detection and rapid response. Infotrust empowers organisations to manage risk, protect digital assets, and strengthen Australia's cyber resilience.

### Brisbane

Lvl 14, 120 Edward St,  
Brisbane QLD 4000

### Melbourne

Lvl 13, 90 Collins St,  
Melbourne VIC 3000

### Sydney

Lvl 6, 321 Kent St,  
Sydney NSW 2000

### Parramatta

Lvl 2, 460 Church St,  
Parramatta NSW 2150

For any concerns, please email Infotrust at [info@infotrust.com.au](mailto:info@infotrust.com.au) or visit [Infotrust.com.au](http://Infotrust.com.au).