

General Software Subscription Agreement



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Change Log

Date	Changes
17-12-2025	• Online version first published

The Agreement outlines core terms of any software subscriptions provided by **Resolution Technology Pty Ltd ABN 16 138 534 148** Trading as **RES. Business IT**

This agreement must be interpreted in combination with the Resolution Technology Pty Ltd Master Services Agreement available online at <https://www.resit.com.au/terms-and-agreements/>.

Refer to the Master Services Agreement for additional definitions and terms.

Some software subscription types may be subject to additional and specific terms which will be outlined at the point of purchase as needed. Product specific terms may replace or supersede the terms outlined in this agreement.

If more specific terms have been outlined for a subscription agreement sale, they will apply in favour of these terms.



1 Important terms in relation to software provision

- By acquiring the nominated product or service, the customer also agrees to the relevant terms and conditions published by the vendor of the product or service.
- The customer agrees to specifically accept vendor terms and conditions if required, which will be presented as an attachment to this schedule if relevant
- The availability and performance of the nominated product or service are as provided or guaranteed by the respective vendor and are not influenced directly by RES. Business IT. Any claims of damage, or for service rebates are the responsibility of the respective product or service vendor.
- RES. Business IT may be required to maintain a level of administrative access to the subscription as the reseller of the service. However, this access will not be used without prior consent of the customer in relation to agreed service requests or engagements.
- If RES. Business IT administrative access is removed to the cloud environments and resources, additional administrative fees may be applicable to this product provision service.
- Variations to the costs outlined in the investment schedule may occur over time related to the ongoing use, increase in use of the nominated product or service, or changes to vendor product pricing, or changes in foreign exchange rates.
- Increased consumption of the nominated product or service may be catered to on request and as required during the course of the subscription term.
- Costs may change over time based on changes in pricing executed by the vendor of the product or service.
- License quantities may be subject to increase to maintain compliance with vendor licensing requirements. The customer authorises RES. Business IT to make adjustments to license quantities to ensure compliance.
- Questions related to pricing for increased use or the process to acquire additional features can be referred to RES. Business IT.



2 Exclusions

For clarity, the list below identifies some specific services, which RES. Business IT are not responsible for in the provision of access to the nominated products or services;

- Support or professional services are excluded from this schedule
- Proactive cost management or product maintenance by RES. Business IT are not included, unless specifically noted.
- Access management to the product or service is limited to providing administrative access to the nominated customer representative.
- Monitoring or availability management services
- Update management or patching services
- Data management, backup, or disaster recovery services beyond what is provided by the nature of the product or service

3 Termination Conditions

The below conditions relate to the specific product or service being provided

- Unless otherwise stated, all subscriptions are annual commitments and subject to automatic yearly renewal. The customer must request an 'end of commitment' date from RES. Business IT. This date will serve as the termination date of the product schedule.
- Price changes may be applicable at renewal
- Any users added to the product during the contract period will be subject to the same annual commitment and end of commitment date
- Termination of annual services does not include a refund for unused product validity period.
- Termination of this schedule will result in invoicing of the remaining annual commitment period.
- Services relating to data extraction or offboarding are excluded.