



**SFW LIMITED ("SFW")
STANDARD TERMS AND CONDITIONS FOR THE SUPPLY OF
SERIVCES, PRODUCTS AND LICENCES**

covering

**PROFESSIONAL SERVICES
HARDWARE
SOFTWARE LICENCES
APPLICTIONS SOFTWARE
MANAGED SERVICES**

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SFW Limited Standard Terms and Conditions for the supply of Services, Products and Licences

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SERVICE DEFINITIONS

PROFESSIONAL SERVICES	Consultancy, Training, software design and programming, installation and other professional services
HARDWARE	Computer hardware and associated equipment
SOFTWARE LICENCES	3 rd party software products supplied under licence
APPLICATIONS SOFTWARE	Applications Software written by SFW
MANAGED SERVICES	One or more of the following: HOSTING, OPERATIONAL MANAGEMENT, APPLICATIONS SUPPORT, MAINTENANCE, TELECOMMUNICATIONS
HOSTING	Hosting Services in a data centre
OPERATIONAL MANAGEMENT	Operational Management by SFW of the server and associated equipment in a data centre or at the Client's premises.
APPLICATIONS SUPPORT	Applications Support including helpdesk services, help and advice, bug fixing and system enhancements
MAINTENANCE	Maintenance of server hardware and associated equipment
TELECOMMUNICATIONS	Telecommunications installation and supply

These services are described further in SFW's Service Level Agreement (the SLA).

1 General Terms

1.1 Scope of Work

SFW Limited shall upon these Terms and Conditions:

- i) provide the PROFESSIONAL SERVICES described in the Proposal, Contract Letter or Specification
- ii) supply, deliver and install the HARDWARE, described in the Proposal, Contract Letter or Specification
- iii) provide, and when specified, install the SOFTWARE LICENCES on the HARDWARE or (as the case may be) on the Client's hardware described in the Proposal, Contract Letter or Specification
- iv) write the APPLICATIONS SOFTWARE, described in the proposal and configure the SOFTWARE LICENCES. Together these shall provide the facilities and functions set out in the Proposal, Contract Letter or Specification
- v) provide MANAGED SERVICES as described in the Proposal, Contract Letter or Specification.

1.2 Invoicing VAT and Payment

- i) Charges do not include Value Added Tax, which will (where appropriate) be added to the amount of an invoice at the prevailing rate
- ii) Invoices for must be paid in full within 30 days of the date of issue
- iii) If any payment is overdue SFW may (without prejudice to any other right or remedy available to it) suspend work under the Contract until payment in full thereof has been made. Invoices remaining unpaid after 60 days will attract a surcharge of 4% on the current Royal Bank of Scotland base rate for the full period the debt has been outstanding.
- iv) The Client shall not be entitled to withhold payment in whole or in part on the ground that it has a claim, counterclaim or set-off against SFW.

1.3 Client Obligations

The Client shall in accordance with the Proposal, Contract Letter or Specification make available free of charge to SFW all information facilities and services reasonably required by SFW for the performance of the Contract. For contracts involving MANAGED SERVICES there are further Client obligations as set out in the SLA.

1.4 Confidentiality

Each party shall treat as confidential all information obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and then only to those employees who need to know the same) without the other party's prior written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of breach of this clause) or which is trivial or obvious. Each party shall ensure that its employees are aware of the provisions of this clause and each party shall use all reasonable endeavours to ensure that its employees comply with the provisions thereof. If SFW appoints any sub-contractor, then SFW may disclose confidential information to such sub-contractor giving to the Client an undertaking in similar terms to the provisions of this clause. The foregoing obligations as to confidentiality shall continue to apply notwithstanding the termination of the Contract.

1.5 Liability

- i) Except as provided in these Terms and Conditions, no warranty condition, undertaking or term, expressed or implied, statutory or otherwise, as to the condition, quality, performance, merchantability, durability or fitness for purpose of the HARDWARE, SOFTWARE LICENCES, APPLICATIONS SOFTWARE or MANAGED SERVICES is given or assumed by SFW and all such warranties, conditions, undertaking and terms are hereby excluded.
- ii) SFW will carry out the Contract with reasonable skill and care, but (except as provided in these Terms and Conditions) shall not under any circumstances in relation to its carrying out the Contract be liable (whether in Contract, tort or

otherwise) for any loss or damage of whatsoever nature suffered by the Client whether arising from any act, default or neglect on the part of SFW, its employees, agents or sub-contractors or from any defect in, failure in, or unsuitability for any purpose of, the HARDWARE, SOFTWARE LICENCES, APPLICATIONS SOFTWARE or MANAGED SERVICES or otherwise howsoever, to the extent that the amount of such loss or damage exceeds (or would when aggregated with the amount of any previous loss or damage exceed) the greater of:

- a) for the provision of PROFESSIONAL SERVICES: fifty thousand pounds (£50,000)
 - b) for the provision of HARDWARE, SOFTWARE LICENCES, APPLICATIONS SOFTWARE, on a fixed price basis: the Contract price
 - c) for the provision of MANAGED SERVICES, during any setup phase: the contract price; thereafter: the periodically recurring charge.
 - d) the amount (if any) which SFW is entitled to claim under the terms of any insurance policy in force at the time, up to a maximum of one million pounds (£1,000,000).
- iii) SFW shall not in any event be liable for any indirect or consequential loss whatever or however caused.
- iv) The Client agrees fully and promptly to indemnify SFW against all costs, claims, demands, damages, losses and expenses to which SFW may become liable or which SFW may suffer or incur as a result directly or indirectly of SFW acting in accordance with the Client's instructions, or arising from any act, default or neglect on the part of the Client, its employees, agents or subcontractors.
- v) Notwithstanding anything to the contrary, however, nothing in these Terms and Conditions shall operate to exclude or restrict SFW's liability for death or personal injury resulting from negligence within the meaning of the Unfair Contract Terms Act 1977.

1.6 Staff Transfer

- i) Neither the Client nor SFW during the execution of the Contract and for twelve months after, will employ directly or indirectly, make or seeks to make any offer of employment to any of the other's staff executing this Contract
- ii) The Client and SFW shall each procure that during the execution of the Contract and for twelve months after, any related party such as their own customers or suppliers involved with the execution of the Contract, neither employs directly or indirectly, makes or seeks to make any offer of employment to any of SFW's or Client's staff executing this Contract.

1.7 Insurance

The Client confirms that it has or shall obtain appropriate insurance to cover SFW employees against loss or injury whilst performing the PROFESSIONAL SERVICES or activities supporting the delivery and installation of HARDWARE, SOFTWARE LICENCES

or MANAGED SERVICES at the Client's premises or elsewhere (other than SFW premises) on its behalf.

1.8 Termination

The Contract may be terminated by either party by notice in writing to the other having immediate effect if the other shall commit any breach of the Contract which breach (if capable of remedy) is not remedied within 14 days of notification or if the other shall have a receiver or administrative receiver appointed of it or over any part of its undertaking or assets or shall pass a resolution for winding up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or a court of competent jurisdiction shall make an order to that effect or if the other party shall become subject to an administration order or shall enter into voluntary arrangement with its creditors or shall cease or threaten to cease to carry on business.

The termination of the Contract (howsoever arising) shall be without prejudice to the rights and remedies of the parties accrued before such termination and nothing shall prejudice the right of either party to recover any amount of outstanding at the termination howsoever caused.

1.9 Force Majeure

If due performance of the Contract by either party is affected in whole or in part by reason of any event, omission, accident or other matter beyond the reasonable control of such party, such party shall give prompt notice thereof to the other party and shall be under no liability for any loss, damage, injury or expense (whether direct or consequential) suffered by the other party due to the affected performance. Such party shall use all reasonable efforts to avoid or overcome the causes affecting performance and shall fulfil all outstanding performance as soon as it becomes practical to do so.

1.10 Notices

All notices required or permitted to be given under the Contract shall be in writing and sent by first-class letter or facsimile or delivered by hand to SFW or the Client's representative responsible for liaison at their normal working address, or at such other address as the appropriate party may from time to time designate. Proof that an envelope containing a notice was correctly addressed, prepaid and posted, shall be proof that it was sent. All such notices shall be deemed to have been effectively given:

- i) In the case of personal delivery, at the time of delivery
- ii) In the case of inland post, two (2) clear business days after posting
- iii) In the case of airmail, seven (7) clear business days after posting
- iv) In the case of email or facsimile, on the day when in the ordinary course of the means of transmission it would first be received by the addressee in normal business hours.

1.11 Assignment

Neither party shall transfer or assign the whole or part of the Contract without the prior written consent of the other.

1.12 Severability

In the event of any clause contained in these Terms and Conditions or in the Proposal, Contract Letter or Specification being declared by any court of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall in no way impair or affect any other clause all of which shall remain in full force and effect.

1.13 Third Party Rights

A person who is not a party to the Contract has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Contract.

1.14 Waiver

The failure of either party at any time to enforce any provision of the Contract shall in no way affect its right thereafter to require complete performance by the other party, nor shall the waiver of any breach of any provision be taken or held to be a waiver of any subsequent breach of any such provision or be a waiver of the provision itself. Any waiver to be effective must be in writing.

1.15 Entire Agreement

This Contract constitutes the entire understanding between the Client and SFW relating to the subject matter. It supersedes all previous communications, representations and Contracts either written or oral. In the case of any inconsistency between these Terms and Conditions and those in the Proposal, Contract Letter, or SLA the ones in the Proposal, Contract Letter or SLA shall prevail. The printed Terms and Conditions of any purchase order or other correspondence of the Client in connection with the Contract shall not apply. The Client acknowledges that it is not entering into the Contract in reliance upon any representation not set out in the Contract.

No amendment to the Contract shall be binding unless in writing, signed by the parties or their duly authorised representatives and expressed to be for the purpose of such amendment.

1.16 Arbitration

Any dispute arising in connection with the Contract between the parties hereto shall, after written notice by either party to the other, be referred to a single arbitrator mutually agreed for the purpose, or in default of such agreement, to be appointed at the request of either party by the President of the British Computer Society. Such reference shall be deemed to be a submission to arbitration under the Arbitration Act 1996 or any statutory modification or re-enactment thereof for the time being in force.

1.17 Governing Law

The Contract shall be construed in accordance with and governed by English law and each party hereby submits to the non-exclusive jurisdiction of the English Courts. Headings have been included for convenience only and shall not be used in construing any provision herein.

2 Specific Terms relating to the supply of PROFESSIONAL SERVICES

2.1 Charges

- i) The Client is charged on a daily basis at the rates quoted in the Proposal, Contract Letter or Specification. Fractions of a day are charged on an hourly pro rata basis.
- ii) These rates do not include Value Added Tax which will (where appropriate) be added to the amount of an invoice at the prevailing rate.
- iii) SFW's charges exclude travel or hotel expenses and the costs of materials and services not provided directly by SFW, unless these have been explicitly included in the Proposal, Contract Letter or Specification. Any additional expenses necessarily incurred in the course of the project will be charged at cost. Clause 2.6 outlines how expenses are calculated for site work.
- iv) The rates quoted will be fixed for the initial period of the Contract or for twelve months, whichever is the shorter. Charge rates will be assessed and revised annually.

2.2 The Working Day and Overtime

The normal working day is seven and a half hours. This may be subject to alteration by mutual agreement for work carried out on the Client's premises. Overtime is charged at time and a third and work necessarily carried out during week-ends, or public holidays is charged at double time. Where the required working period is substantially outside the normal working day the charge rate premium will be subject to negotiation.

2.3 Invoicing

Invoices are submitted at the end of each calendar month. These are based on time logs filled in by staff on the project. These are included with the invoice. The SERVICE PROVIDER reserves the right to submit time sheets which have not been countersigned if the Client unreasonably withholds authorisation.

2.4 Duties of SFW

- i) SFW shall assign personnel of appropriate qualification and experience to perform the PROFESSIONAL SERVICES.
- ii) SFW shall use all reasonable efforts to avoid changes to the personnel named in the Proposal or Contact Letter to perform the PROFESSIONAL SERVICES. In the event of any such named personnel being unavailable to perform the PROFESSIONAL SERVICES, SFW shall make all reasonable efforts to promptly

replace such individual with another person of equivalent competence and experience.

- iii) SFW will exercise reasonable skill and care in performing the PROFESSIONAL SERVICES and shall comply with the reasonable requests and directions of the Client including complying with reasonable health, safety and security policies advised to SFW by the Client while working on the Client's premises.

2.5 Duties of the Client

- i) The Client shall, at its own expense, supply SFW with all documents, software, inventions, data or other materials and instructions necessary to perform the PROFESSIONAL SERVICES in accordance with the Contract and shall retain copies of any such documents, software, data or other materials so supplied.
- ii) The Client shall provide SFW with access to all personnel of the Client and to its systems and software and, where SFW is required to work on the Client's premises, accommodation and other assistance as may be necessary for performing the PROFESSIONAL SERVICES.
- iii) The Client shall arrange all interviews and meetings with its own personnel that may have been agreed in any project plan forming part of the PROFESSIONAL SERVICES.

2.6 Site Work

Unless stated in the Proposal, Contract Letter or Specification, for site work, travelling time in excess of the employee's normal travel to work time will be charged at cost. On such journeys the cost of air travel, rail travel or a car mileage allowance at the prevailing company rate will be charged (as appropriate). For site work involving overnight stays the cost of bed, breakfast and evening meal, any incidental expenses such as travel and medical insurance (outside UK only), plus the cost of SFW's standard employee disturbance allowance will be charged.

2.7 Cancellation

When an end date has not been specified for the provision of PROFESSIONAL SERVICES on a time and materials basis, should either the Client or SFW wish to terminate such provision prematurely, the terminating party shall give four weeks written notice to the other.

3 Specific Terms relating to the supply of HARDWARE

3.1 Delivery and Installation of Hardware

- i) SFW shall deliver the HARDWARE to the location specified in the Proposal, Contract Letter or Specification.

- ii) When the delivery of the HARDWARE is to Client premises, or premises controlled by the Client, The Client shall before delivery, at its own expense, prepare the installation location and provide the proper environment and operational conditions for the HARDWARE. SFW shall in reasonable time before delivery of the Hardware supply to the Client such information as may be necessary to enable the Client to do this.
- iii) SFW shall not carry out or be responsible for the removal of doors, widening of entrances of any other structural work of any description which work shall be carried out by the Client before delivery at its own expense.

3.2 Invoicing

- i) Invoices for HARDWARE are raised on delivery to the location where SFW will configure it. This may be SFW's premises, Client's premises, or a hosting centre.
- ii) Where a deferred payment schedule is offered first invoice will be submitted as set out in i) above.

3.3 Risk and Title

- i) After delivery of the HARDWARE to the Client's site, these shall be at the Client's sole risk in respect of all loss or damage arising from any causes whatsoever.
- ii) Notwithstanding delivery, HARDWARE will remain the property of SFW and the Client will hold the HARDWARE as SFW's bailee until payment in full for it and all other sums due from the Client to SFW on any account whatsoever. Until such time, the Client shall keep the HARDWARE fully insured and if the HARDWARE is lost, damaged or destroyed shall hold the proceeds of insurance for and to the order of SFW until such payment is made. In any event entitling SFW to terminate the Contract or if the Client fails to make any payment to SFW on or before the due date therefore then SFW may without notice recover possession of any HARDWARE the property of SFW and the Client grants to SFW irrevocable licence to enter for that purpose any premises then occupied by the Client.
- iii) SFW shall be entitled to maintain an action for the price of the HARDWARE, notwithstanding that property in it has not passed to the Client.

3.4 Hardware Warranty

- i) HARDWARE is sold with the benefit of, and under the terms of, the Manufacturer's warranty.
- ii) SFW shall have no liability or obligation under the warranty:
 - a) unless SFW receives written notice of the defect in question not later than the expiry of the warranty;
 - b) in respect of defects not due solely to defective materials, workmanship or installation;

- c) if the HARDWARE has been modified in any way without SFW's prior written consent or if the original identification marks have been removed or altered;
- d) if the HARDWARE has been subjected to neglect, carelessness or abnormal conditions or involved in any accident or attempt at repair or replacement or dealt with contrary to any directions issued by SFW or the manufacturer;
- e) if the terms of payment set out in clause 1.2 have not been complied with.

4 Specific Terms Relating to Fixed Price Projects involving APPLICATIONS SOFTWARE

4.1 Project Plan

SFW shall carry out its obligations in accordance with any Project Plan in the Proposal, Contract Letter or Specification, but time shall not be of the essence in relation to the performance of such obligations.

4.2 Invoicing

Invoicing will be according to payment schedule in the Proposal, Contract Letter or Specification or, if none is given, invoices will be issued monthly in arrears based on work in progress.

4.3 Change Control

- i) If additional work or expense is incurred by SFW as a result of a change in the Specification or Project Plan being made by the Client, or by a failure or delay by the Client in meeting his obligations in connection with the Contract, then such additional work or expense will be reasonably charged to the Client over and above the Contract price.
- ii) Any change proposed by either SFW or the Client will be negotiated and agreed before the change is implemented. Changes involving additional consultancy, design and software programming will be priced using the current standard or overtime consultancy rates for the staff involved. SFW will be entitled to charge for the work involved in preparing and responding to Client change requests, whether or not the Client agrees to go ahead with them.

4.4 Acceptance

- i) After the System has been delivered and installed, SFW shall, if so specified in the Project Plan, submit it to tests to ensure that the APPLICATIONS SOFTWARE is in accordance with the Specification and (where applicable) that any HARDWARE is in full working order. If required by SFW, such tests shall be carried out in the presence of the Client's representative and for this purpose the Client shall provide its representative when required so to do by SFW.

- ii) Once the System has successfully passed the tests, they shall be accepted by the Client ("Acceptance") and the Client shall, if requested to do so, provide an Acceptance Certificate. Where no acceptance tests have been specified then Acceptance will be on delivery. Should the Client fail to carry out the Acceptance tests specified set out in the Project Plan, then Acceptance will take place 14 days after the scheduled date of the tests, or on live usage of the system, whichever is the sooner.

4.5 APPLICATIONS SOFTWARE Warranty

- i) SFW warrants that the APPLICATIONS SOFTWARE will provide the facilities and functions set out in the Proposal, Contract Letter or Specification for a period of three months from Acceptance or (if there is no acceptance schedule in the Project Plan) from the date of delivery.
- ii) If SFW receives written notice from the Client of any breach of the foregoing warranty, SFW shall (subject to paragraph (iii) below) at its own expense and within a reasonable time after receiving such notice remedy the defect or error in question, but shall not be under any other liability in respect of such breach whatsoever.
- iii) SFW shall have no liability or obligation under the warranty:
 - a) unless SFW receives written notice of the defect or error in question not later than the expiry of the three months referred to in paragraph (i) of this clause;
 - b) in respect of the defects or errors resulting from any modification of the APPLICATIONS SOFTWARE made by any person other than SFW;
 - c) in respect of defects or errors caused by the use of the APPLICATIONS SOFTWARE on or with hardware (other than the HARDWARE or the Client's hardware) or other computer programs not supplied by or approved in writing by SFW;
 - d) if the terms of payment set out in clause 1.2 have not been complied with.
- iv) SFW may charge for any false call-outs or for modifications or enhancements to the APPLICATIONS SOFTWARE which are outside the Specification at its prevailing consultancy rates.

4.6 Software, Graphical Design and Documentation Intellectual Property Rights

- i) The Client shall not acquire title to the Intellectual Property Rights in the APPLICATIONS SOFTWARE, graphical design used therein, documentation or the other deliverables (excluding Client Data) which are developed and/or supplied hereunder.
- ii) SFW hereby grants, or shall procure that the owner of the Intellectual Property Rights in the APPLICATIONS SOFTWARE, graphical design, documentation and the other deliverables (excluding Client Data) grants, to the Client, a non-exclusive licence to use, reproduce, modify, adapt and enhance the APPLICATIONS SOFTWARE and to reproduce, modify, adapt and enhance

documentation and the other deliverables (excluding Client Data). Such licence shall be transferable, perpetual and irrevocable.

- iii) The Client shall be entitled to sub-licence a third party to use, reproduce, modify, adapt and enhance the APPLICATIONS SOFTWARE on behalf of the Client, but not to allow a third party to use it in any other way.
- iv) SFW shall indemnify the Client against any claim that the normal use or possession of the APPLICATIONS SOFTWARE infringes the intellectual property rights of any third party provided that SFW is given immediate and complete control of any such claim, that the Client does not prejudice SFW's defence of such claim and that the Client gives SFW all reasonable assistance with such claim. SFW shall have the right to replace or change all or any part of the infringing item in order to avoid infringement (so long as such replacement or change does not materially affect the performance of the APPLICATIONS SOFTWARE. The foregoing states the entire liability of SFW to the Client in respect of the infringement of the intellectual property rights of any third party.

5 Specific Terms relating to the supply of SOFTWARE LICENCES

5.1 3rd Party Licence Terms

- i) The Client warrants that they will comply with the Licence terms of any 3rd party software and indemnify SFW against any breach of such terms.
- ii) SFW shall have no liability or obligation with respect to the fitness for purpose, functionality or the performance of 3rd party SOFTWARE LICENCES supplied.

5.2 Invoicing

- i) Invoices for SOFTWARE LICENCES are raised on delivery to the location where SFW or the Client will first use or configure it. This may be SFW's premises, the Client's premises, or a that of a third party supplier.
- ii) Where a deferred payment schedule is offered the first invoice will be submitted as set out in i) above.

5.3 Risk and Title

- i) After delivery of the SOFTWARE LICENCES to the Client's site, these shall be at the Client's sole risk in respect of all loss or damage arising from any causes whatsoever.
- ii) Notwithstanding delivery, SOFTWARE LICENCES will remain the property of SFW and the Client will hold the SOFTWARE LICENCES as SFW's bailee until payment in full for it and all other sums due from the Client to SFW on any account whatsoever. Until such time, the Client shall keep the SOFTWARE LICENCES fully insured and if the SOFTWARE LICENCES is lost, damaged or destroyed shall hold the proceeds of insurance for and to the order of SFW until such payment is made. In any event entitling SFW to terminate the Contract or if the Client fails to make any payment to SFW on or before the due date therefore then

SFW may without notice recover possession of any SOFTWARE LICENCES the property of SFW and the Client grants to SFW irrevocable licence to enter for that purpose any premises then occupied by the Client.

- iii) SFW shall be entitled to maintain an action for the price of the SOFTWARE LICENCES, notwithstanding that property in it has not passed to the Client.

6 Specific Terms relating to the supply of MANAGED SERVICES

6.1 General Terms relating to MANAGED SERVICES

- i) The list of MANAGED SERVICES being provided is set out in the Proposal, Contract Letter or Specification
- ii) Delivery of all services is to the extent, and to the standards set out in the SLA
- iii) The SLA sets out the process for authorising additional cost items, general obligations for the Client and for SFW, service exclusions, and arrangements when MANAGED SERVICES Contracts are cancelled or renewed. These are in section 3 of the SLA.
- iv) Some services or parts thereof, may be delivered by a nominated sub-contractor. When this is the case the services delivered by sub-contractors will be set out in Schedule 1 of the SLA and some of the some of the Sub-contractor's own Terms and Conditions of supply will apply between SFW and the Client. All relevant sub-contractor terms will be indexed in Schedule 1 of the SLA.

6.2 Invoicing

Invoices are submitted according to payment schedule set out in the Proposal, Contract Letter or Specification. If there is no schedule they will be issued as follows:

- i) For any initial set-up work, either on completion, or if it spans several months, then monthly in arrears based on work in progress
- ii) For any periodically recurring charges, at the start of the period.

6.3 Cancellation

Cancellation terms are set out section 3 of the SLA.

6.4 Specific Terms Relating to HOSTING

Section 4 of SFW's Managed Services SLA, sets out specific contractual terms relating to HOSTING, EQUIPMENT MAINTENANCE, along with SFW and Client Obligations.

6.5 Specific terms relating to OPERATIONAL MANAGEMENT

Section 5 of SFW's Managed Services SLA sets out specific service exclusions, restrictions and Client obligations and responsibilities.

6.6 Specific terms relating to APPLICATIONS SUPPORT

Section 6 of SFW's Managed Services SLA (Section 4 in the Applications Support SLA) sets out specific service exclusions, restrictions and Client obligations and responsibilities relating to APPLICATIONS SUPPORT.

6.7 Specific terms relating to EQUIPMENT MAINTENANCE and TELECOMMUNICATIONS SUPPLY

EQUIPMENT MAINTENANCE and TELECOMMUNICATIONS is provided by the 3rd party or parties set out in Schedule 1 of the SLA. The third party terms will apply, and SFW is acting as a reseller of these services.