



PIP — Terms of Service & Support SLA

Project Intelligence Pty Ltd — Project Intelligence Platform (PIP)

Version 1.0 — 2026-06-09 · Customer-facing (attach to agreements/quotes)

NOTE: This is a plain-language commercial T&Cs/SLA template, not formal legal advice. Have a solicitor review before relying on it for material contracts.

1. The Service

Project Intelligence Pty Ltd (“Project Intelligence”, “we”) provides access to the Project Intelligence Platform (“PIP”), a hosted software platform for project visibility, dashboards, and reporting, on a subscription basis to the Customer (“you”).

2. Access & Accounts

- Access is provided via secure, per-recipient links protected by one-time email-code verification.
- Access is granted to named/authorised recipients only. You must not share links or codes outside authorised recipients.
- We may revoke access that is misused, shared, or no longer authorised.

3. Subscription, Fees & Term

- Fees, tier, and billing cycle are as set out in your quote or order.
- A one-off onboarding/setup fee applies as quoted and is payable before access is provisioned.
- Subscriptions renew automatically each term unless cancelled in writing **30 days** before renewal.
- Fees are exclusive of GST. Invoices are payable within **14 days**.
- We may adjust fees at renewal with 30 days’ notice.

4. Support — what’s included

Standard subscription includes: - Access to PIP and its automatically-updating data. - The built-in guided tour and standard in-app help (self-serve onboarding). - **Email support** for access and platform issues, on a best-effort basis during Australian business hours (Mon–Fri, AEST, excl. public holidays).

Target response times (best-effort, not guaranteed): | Severity | Example | Target first response |
|—|—|—| | Critical | Platform/portal unreachable | Within 1 business day | | Standard | A feature not

behaving as expected | Within 2–3 business days | | Minor | Questions, cosmetic, requests | As capacity allows |

5. Support — what's NOT included (billable)

The following are **not** included and are quoted/charged separately (standard rate **\$150/hr +GST**, or as quoted): - Live phone/video support, meetings, or training sessions beyond the guided tour. - Custom reports, new features, bespoke configuration, or integrations. - Data migration, cleanup, or entry beyond the standard initial load. - Support arising from your own systems, data quality, or third-party tools. - Any work specific to your requirements rather than the standard platform.

6. Availability

- We aim for high availability but do not guarantee uninterrupted service.
- Planned maintenance will be scheduled to minimise disruption where practical.
- No service credits apply unless expressly agreed in writing.

7. Data

- You retain ownership of your project data.
- We process your data solely to provide the Service.
- We apply reasonable security measures (read-only access controls, one-time-code authentication).
- On termination, access ceases; we may delete your data after a reasonable period unless export is arranged.

8. Acceptable Use

You agree not to: misuse the Service, attempt to breach security, scrape or resell access, or use it unlawfully.

9. Intellectual Property

PIP, including all software, design, and underlying platform, is and remains the exclusive property of Project Intelligence Pty Ltd. The subscription grants a non-exclusive, non-transferable right to access the Service for the term only. No source code, white-label, or resale rights are granted unless expressly agreed in writing.

10. Liability

To the extent permitted by law, our total liability is limited to the fees paid in the preceding 3 months. We are not liable for indirect or consequential loss. Nothing limits rights that cannot be excluded under Australian Consumer Law.

11. Termination

- Either party may terminate at the end of a term with 30 days' notice.
- We may suspend or terminate immediately for non-payment or breach.

12. General

- These terms are governed by the laws of Queensland, Australia.
 - They constitute the entire agreement and prevail over prior discussions.
-

Project Intelligence Pty Ltd Contact: Bruce Mott — hello@projectintelligence.net
