

# Appendix B – Acceptable Use Policy

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## **Purpose: Sauce Software Enquiry**

This Acceptable Use Policy is a supplement to and should be read in conjunction with the SauceOpen End User Terms and Conditions (EUTC). All customers agree to this policy by accepting the EUTC.

This policy outlines the elements of the SauceOpen platform and complimentary services that attract additional fees beyond the monthly subscription fee. While it is our policy to make pricing as simple as possible, there are elements of the offer that consume resources as you use them, and as such, we price those elements based on your specific usage.

**Web Hosting Disk Space:** 6 Gb of disk space available for use along with the SauceOpen Platform. Excess usage will be charged at AUD\$75.00 (ex. GST) per Gb per month. Excess usage will be calculated in slots of 1 Gb.

**Web Hosting Network Traffic:** Each subscription of SauceOpen is allocated 1 Gb of network traffic per month. Excess traffic will be charged at AUD\$6.50 (ex. GST) per additional Gb per month. Excess traffic will be calculated in slots of 1 Gb. Traffic is the sum of both uploaded data and downloaded data, and represents the total usage of your website and e-Business features.

**User Accounts:** Each subscription of SauceOpen allows customers to create and use unlimited 'Users' on their account.

**Email Addresses:** Each subscription of SauceOpen allows customers to create and use unlimited email addresses on their account. Users with valid email accounts can utilise various formats; IMAP, POP as well as Webmail services.

**Domain Names:** Each subscription of SauceOpen can have up to five (5) Domain Names associated with the account. Customers with existing Domain Names should change their DNS settings to point to Sauce Software Name Servers (ns1.saucedns.com and ns2.saucedns.com). The onus of doing this, lies with the owner of these existing domains. Customers needing new domain names can purchase their Domain Names through SauceDNS (www.saucedns.com) or any other registrar of their choice. Charges for domain names are outlined in detail at www.saucedns.com, however indicative pricing is AUD\$19.50 (ex GST) per annum for .com and AUD\$50.00 (ex GST) for two years for .com.au. The responsibility of keeping your Domain Names current and active lies with the owner.

**Unified Messaging:** The Unified Messaging service is a third party service, and Sauce Software facilitates the integration of this service with your CRM in SauceOpen. This service is consumed on an minutes basis. Your included minutes quota is 200 minutes per month per subscription of SauceOpen. Please note that on average it takes 30 seconds to receive a single fax page. Both incoming faxes and voicemail will count toward your plan quota. Usage in excess of your quota will be charged at AUD\$0.10 (ex GST) per minute.

**Payment Gateway:** The SaucePay Payment Gateway is an optional service and can be subscribed to by customers with a yearly subscription fee of AUD\$195 (ex GST). The Payment Gateway enables you to accept credit card payments over the Internet via the Web Store for your products and services. Each credit card transaction attracts a AUD\$0.30 (ex GST) fee. All transactions will be recorded and collated for each month and will be charged to your account in your next billing cycle. Any Payment Gateway of this type will require you to have an Internet Merchant Facility with a bank.

**Internet Merchant Facility:** An Internet Merchant Facility is an arrangement with your bank to be able to electronically receive credit card payments from your website. This does not form a part of the SauceOpen offer, and is totally independent of Sauce Software. You may need to check with your bank with regards to their procedures and policies regarding setup of Internet Merchant Facilities. There are additional charges associated with these facilities, so be sure to check with your bank. Also note that an existing EFTPOS or imprint merchant facility is usually not enabled for use in Internet transactions; you must check with your bank for the scope of use of any existing merchant facility that you might have.

**Incidence Support:** The SauceOpen website provides a number of online help resources, and we encourage customers to make use of them, day or night, for any platform related support required. Should you require additional assistance with using the system, it will be provided at a rate of AUD\$125.00 (ex GST) per hour with billing period in slots of fifteen minutes.

**Data Restores:** Restoration of data for SauceOpen accounts can be performed upon request on a chargeable basis of AUD\$99.00 (ex GST) per hour. Restoration of data will be from the immediate last backup taken from the servers, unless specifically requested otherwise. You can log and pay for your restoration request via the SauceOpen website.

**Upgrades:** Sauce Software will regularly provide upgrades to the platform as outlined in the EUTC. Non-standard upgrades, where customers have modified or altered the Software Platform, including any third party applications that have been customised or integrated to work with the software platform, can be scheduled on a chargeable basis with price to be determined on a case by case basis.

Sauce Software reserves the right to change the prices at any time without the need to inform of such changes individually. Any changes to price and excess charges will be published on its website, and by accepting this policy you agree to stay informed by checking the website for updates and changes.

**Refund policy:** Details of our refund policy are available on the SauceOpen website at the following location: [http://www.sauceopen.com/portal/components/com\\_purchasesauce/legals/refund.pdf](http://www.sauceopen.com/portal/components/com_purchasesauce/legals/refund.pdf)