



# Minfos Beta Program Agreement

## Terms & Conditions

Version 1.4

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# Introduction

1.1.1 Please note that you are entering a legally binding agreement. By signing the *Minfos Beta Program Contract* you agree to the terms and conditions outlined in this document.

## 1.2 Purpose

1.2.1 This document forms an agreement between Symbion Pty Ltd (Minfos) and the Customer Beta Program Partner (Beta Partner). The agreement outlines the conditions, obligations and benefits of participating in the Minfos Beta testing and quality assurance program.

## 1.3 Overview

1.3.1 Minfos provides regularly scheduled updates and improvements to Minfos products and services. To ensure consistent quality is maintained in every release, the product undergoes a number of important testing phases: Alpha and Beta. Pending the successful completion of the Alpha testing phase of new enhancements, fixes and changes by the Minfos Quality Assurance team, the release is ready for 'in situ' Beta testing within live customer environments. Customers who agree to partner with Minfos and participate in the Beta testing program are required to perform a number of important testing and certification tasks in exchange for early access to Minfos fixes and improvements, commercial benefits and the opportunity to directly influence the development outcomes of Minfos releases.

## 1.4 Participants

- 1.4.1 The key participants in the process of negotiating and managing this agreement are:
- a. The Minfos Support Beta Liaison (primary contact).
  - b. The Minfos Customer Service Desk Manager (secondary contact).
  - c. The Minfos Product Portfolio Manager.
  - d. The 'Beta Partner'.

## 1.5 Contacts

Name	Position at Minfos	Email
Anna Lamberti	Customer Service Desk Manager	<a href="mailto:anna.lamberti@minfos.com.au">anna.lamberti@minfos.com.au</a>
Tina Read	Product Portfolio Manager	<a href="mailto:tina.read@minfos.com.au">tina.read@minfos.com.au</a>

Table 1. Contacts

## 2 Terms & Conditions

### 2.1. About us and this agreement

- 2.1.1 You understand that by agreeing to participate in the Minfos Beta Program, you are entering into a legally-binding agreement with Symbion Pty Ltd (Minfos). You acknowledge that you have read, understood and agree to be bound by these Terms of Agreement (the 'Terms'). If you are entering into this agreement on behalf of a company or other entity, you represent and warrant that you have full legal authority to accept on behalf of that entity and bind it to these Terms. If you are not authorised, you may not accept the Terms of this agreement.

### 2.2. Beta Program Partnerships

- 2.2.1 To help to ensure quality releases are being made available to all Minfos customers, it is intended that every item of modified code be properly tested to ensure correct and intended operation, as instructed through checklists, release notes, and communications. The final stage of our multi-stage testing program is the Beta testing cycle which requires active testing and feedback by Minfos Beta Program participants that are participating in the program.
- 2.2.2 The Beta program includes two types of Beta Partner with different requirements, responsibilities and benefits for each type:
- a. Core Beta Partner (CBP), which has a permanent and ongoing relationship and responsibility to undertake regular (periodic) testing as part of the normal Minfos release cycle (monthly and quarterly). Core Beta Partners will be expected to perform requested testing tasks and return the results in accordance with the requirements of the testing schedule (which may vary from release to release) with each release.
  - b. Speciality Beta Partner (SBP), which has a semi-permanent, occasional or one-off relationship and responsibility to undertake testing of specific enhancements or fixes within one or more releases.
- 2.2.3 The specific requirements, responsibilities and benefits of each partner program are outlined in the 'Schedule'.
- 2.2.4 The desired outcomes from this testing include:
- a. That specific changes or enhancements perform as expected and without unexpected side-effects or consequences (such as loss of performance quality or function). This is an objective assessment with a clear 'yes' or 'no' result of testing.
  - b. That the specific changes or enhancements are in keeping the overall benefit and value of the system. This is a subjective assessment with commentary on the perceived success of the enhancement, fix or change.
  - c. That the software remains and continues to be fit for purpose in function.
- 2.2.5 By signing this agreement you agree to fully comply with the Terms. Failure to undertake any of the requirements of this agreement or within the set time frames will invalidate the agreement and associated benefit.

## 3. Terms of the agreement

- 3.1.1 The Beta Program partner accepts responsibility to ensure that a number of defined areas of the product are tested for correct operation. Test definitions and requirements are detailed in a specific Beta Checklist. The checklist must be followed, tests performed, and results returned to satisfy the terms of this agreement.
- 3.1.2 The program requires timely assessment and feedback on the results of the testing. A requirement of the program is that results must be returned within a defined timeframe. Terms of assessment and requirement for return of testing results are outlined in the Schedule.
- 3.1.3 All issues that affect the proper operation of Minfos as a result or as an unexpected consequence of the update should be reported to Minfos Support. Assessment will be made as to the nature and criticality of the issue. Critical faults will be treated as high-priority and fixed accordingly. Prompt reporting of issues or faults is a requirement of this agreement.

### 3.2 Partner Responsibilities

The following outlines the responsibilities of the Beta Partner:

- a. All requirements for testing must be conducted in accordance with the testing criteria, as specified on the Beta Store Checklist supplied by Minfos (called the 'Checklist').
- b. Beta Program partners are required to update their Minfos systems to the beta version of the release software prior to the commencement of any beta testing.
- c. Beta Program partners must ensure their Minfos system hardware and operating system versions remain up-to-date and adhere to the Minfos Hardware Specifications, outlined in the Minfos System Requirements.
- d. Testing results must be provided for all objective testing tasks. Subjective observations should optionally be included on the Checklist.
- e. Testing tasks should commence as soon as reasonably possible to the supply of the beta program Checklist and beta release version.
- f. All testing must be completed by the defined 'Set Date' as specified with the supplied Checklist. The Checklist must be complete, signed off by an authorised member of the store and returned to Minfos by the 'set date'.
- g. Any observations of a test failure, defect or an issue affecting performance of the Minfos system as a result of the update is required to be reported to the Minfos Support for investigation in the first instance. Critical issues must be raised to the Minfos Support Beta Liaison promptly for rectification.
- h. Beta Partners may be required to perform re-tests on enhancements or fixes that have failed Beta testing and have consequently been fixed and re-released during the beta testing cycle. Test results from these tests need to be recorded on the Checklist and returned to Minfos before the 'set date', unless otherwise instructed by the Minfos Support Beta Liaison.
- i. Beta Partners are responsible for any software updates for critical patches that may be released to keep their system up to date, in accordance with the requirements of this program.

### 3.3 Minfos Responsibilities

The following outlines the responsibilities of Minfos:

- a. To ensure the Beta Partner is appropriately capable and able to perform the update and testing.
- b. To ensure the Beta release software and testing criteria is made available prior to the start of the Beta testing phase.
- c. To provide technical assistance, where necessary, to ensure that the Beta Partner is able to complete the required testing by the 'Set Date'.
- d. To ensure that any disruption that may arise as a direct result of installing a beta update or the testing process is reduced or removed, where at all possible. Beta releases are provided with the understanding that a complete Alpha testing cycle has been successfully completed and the associative risk to the store is minimal.
- e. To ensure that any critical issue that severely affects the operation of the partner store will be actioned and resolved in a timeframe that observes to the 'Service Level Agreement' set by Minfos from the time of notification, as defined in the Technical Assistance section of the relevant Beta Partner's Schedule.
- f. To ensure the Beta partner is kept informed of issues that may arise from testing by the Beta partner or any other testing partner.

## 3.4 Benefits of Program

There are benefits offered to program participants in exchange for provision of service in accordance with the requirements of this agreement. The benefits are outlined in the Schedule.

# 4 Rights We Reserve

## 4.1 Support and Modifications

- 4.1.1 We may provide you with support or modifications for the test release in our sole discretion. We may stop providing support or modifications to you at any time without notice or liability to you. We may release subsequent versions of the test release and require that you use those subsequent versions when testing.
- 4.1.2 Conditions of support for Beta Program Partners are outlined in the Schedule.

## 4.2 Fees and benefits

- 4.2.1 Minfos reserves the right to offer a fee benefit (discount) for the provision of partner service under the terms of agreement for Beta Partner. Minfos reserves the right to change this policy in future. Any changes to this policy will be notified in writing. Benefits are outlined in the Schedule.

## 4.3 Communications

- 4.3.1 Minfos reserves the right to contact you via email, SMS, or phone using the partner details provided. It is the responsibility of the partner to ensure Minfos is notified of any changes to contact details.

## 5 Ownership

### 5.1 Minfos Property

- 5.1.1 As between you and us, we own all rights, title, and interest, including all intellectual property rights, in and to, the (a) Beta test releases, and all elements, components, and program versions the Beta test releases; (b) our Minfos Website; and (c) our Brand Features (clauses (a)-(c) collectively, the 'Minfos Materials'). Except for the express licenses granted in these Terms, Minfos does not grant you any right, title, or interest in the Minfos Materials. You agree to take such actions, including executing affidavits or other documents, as Minfos may reasonably request to effect, perfect, or confirm Minfos's rights to the Minfos Materials.

### 5.2 Customer Property

- 5.2.1 The customer owns all rights in their property which includes all data and customer information held within a Minfos system that is being used for the purposes of Beta testing.

### 5.3 Contributions to Minfos

- 5.3.1 By submitting suggestions or other feedback regarding the Minfos Materials in any way to Minfos, you acknowledge and agree that: (a) your Contributions do not contain confidential or proprietary information; (b) Minfos is not under any obligation of confidentiality, express or implied, with respect to the Contributions; (c) Minfos shall be entitled to use or disclose (or choose not to use or disclose) such Contributions for any purpose, in any way, in any media worldwide; (d) Minfos may have something similar to the Contributions already under consideration or in development; (e) you irrevocably non-exclusively license to Minfos rights to exploit your Contributions; and (f) you are not entitled to any compensation or reimbursement of any kind from Minfos under any circumstances.

## 6 General Terms And Conditions

### 6.1 Representations and Warranties

- 6.1.1 You warrant that in entering into this Agreement you have not relied on any representation made by Minfos which has not been stated expressly in this Agreement, nor upon any descriptions, illustrations or specifications contained in any document, including any technical outline or publicity material, produced by or on behalf of Minfos, but have relied on your own skill and judgment.
- 6.1.2 Minfos does not represent or warrant that:
- The Beta release will function as intended on hardware or operating environment specifications that do not comply with the minimum Minfos System Requirements;
  - The Beta release will function as intended if the System is not maintained in good working order;
  - The Beta release will meet Your requirements or operate in the configuration selected or requested by You;
  - The operation of the Beta release will be uninterrupted or error free, or that Minfos will be able to correct all program errors in the Beta release;



- e. Any required data conversion will be successful without any error including but not limited to the loss of data.
  - f. Any data stored or maintained as part of the Service Offering will be error-free.
- 6.1.3 To the extent permitted by law, Minfos excludes all conditions and warranties in relation to the Beta release and in relation to any Maintenance Services or training which would otherwise be implied or incorporated by law.

## 6.2 Limitation of Liability

- 6.2.1 If Minfos is held liable to You in relation to this Agreement. Minfos liability is capped:
- a. In the case of the supply of goods, such liability shall be limited to any one or more of:
    - i. The replacement of the goods or the supply of equivalent goods;
    - ii. The repair of the goods;
    - iii. The cost of replacing the goods or of acquiring equivalent goods; or
    - iv. The cost of having the goods repaired; or
  - b. In the case of the supply of services, such liability shall be limited to any one or more of:
    - i. The resupply of the services; or
    - ii. The cost of the resupply of the services.
- 6.2.2 Neither party will be liable in any circumstances for indirect or consequential loss (including loss of profits and including the consequences flowing from loss of data or other information), howsoever caused; or an amount greater than an amount equal to the fees paid to Minfos under this Agreement in respect of the 12 months prior to the commencement of the calendar month in which the event giving rise to the liability occurred.
- 6.2.3 Neither party will be held liable to the other party to the extent that such liability is due to an event of force majeure.

## 6.3 Benefits

- 6.3.1 All fee benefits will be provided from the next billing cycle one month after signing the agreement and completing the first successful testing and feedback beta cycle. It will remain in effect until the agreement is terminated by either party as outlined in the clause 'Termination'.

## 6.4 Termination

- 6.4.1 A party (Minfos, 'Us', or the Beta Customer) may terminate this Agreement immediately at any time by written notice to the other party:
- a. If an 'Insolvency Event' occurs in respect of the other party; or
  - b. If the other party commits any other breach of this Agreement and fails to rectify such breach within 14 days after receipt of written notice specifying the nature of the breach and requiring the other party to remedy the breach.
- 6.4.2 Either party may terminate this Agreement without cause by provision of 1 months' written notice to the other party.
- 6.4.3 Upon termination or expiration of this Agreement for any reason whatsoever, You must immediately cease use of the Beta release and must immediately contact Minfos Support to ensure Your system is operating a 'Generally Available' Minfos release.
- 6.4.4 Upon termination or expiration of this Agreement the fee discount benefit will be removed and normal support fees will be reinstated.

- 6.4.5 Termination of this Agreement will be without prejudice to any claim either party may have against the other pursuant to this Agreement as at the date of termination.

## 6.5 Confidentiality Undertakings

- 6.5.1 The parties must keep the contents and subject matter of this Agreement, and any other information or data received by virtue of being a party to this Agreement ('Confidential Information') strictly confidential.
- 6.5.2 The parties agree not to share any Minfos beta release updates with any parties not directly related to the Beta partner.
- 6.5.3 The parties agree to not use (whether for their own benefit or the benefit of a third party) or disclose any Confidential Information, whether orally or in writing, unless:
- Such information is available to the general public other than due to a breach of this Agreement;
  - Such disclosure is required by law, in which case the disclosing party must provide the other party with written notification of the required disclosure as soon as possible;
  - The other party has authorised the disclosure in writing (on such terms as the other party deems fit); or
  - The disclosure is contemplated by this Agreement.
- 6.5.4 You must not include in, or place on, any website, search engine, bulletin board, news group or online discussion group any reference to the name of the Beta Program or Minfos without obtaining the prior written consent of Minfos.

## 6.6 Notices

- 6.6.1 A notice in connection with this Agreement must be:
- In writing;
  - Signed by an authorised officer of the relevant party; and;
- 6.6.2 Given to the recipient party:
- By hand delivery;
  - By pre-paid mail sent to that party;
  - By email transmission to that party.
- 6.6.3 For the purposes of clause 6.6.1:
- Deliveries must be delivered to the address of the recipient party set out in the Schedule;
  - Mail must be sent to the address of the recipient party set out in the Schedule, and must be sent by airmail if that address is outside Australia;
  - Email messages must be transmitted to the email address of the recipient party set out in the Schedule; and
  - In each case, must be marked for the attention of the person specified in the Schedule in relation to the recipient party.
- 6.6.4 A party may change any of the notice details specified in the Schedule by providing not less than 5 business days' notice to the other party.
- 6.6.5 Proof of posting by pre-paid mail is proof of receipt of a notice on the second clear business day after posting.
- 6.6.6 Proof of transmission by facsimile or email is proof of legible receipt at the time of transmission, but if a transmission is not made on a business day or not made before 5.00pm, it will be deemed received at 9.00am on the next business day after transmission.

## 6.7 Entire Agreement

- 6.7.1 This Agreement comprises the entire understanding between the parties as to its subject matter. It supersedes all prior agreements, representations, conduct, and understandings.
- 6.7.2 No amendment of, or addition to, this Agreement is binding unless it is in writing and agreed to by the parties to this Agreement.

## 6.8 Severability

- 6.8.1 If any clause or sub-clause of this Agreement is deemed invalid, whether by a court or otherwise, it will be severed from this Agreement, and such invalidity will not affect the validity of the remainder of the Agreement.

## 6.9 No Waiver

- 6.9.1 A party's failure or delay to exercise a power or right under this Agreement is not a waiver of that right, and the exercise of a power or right does not preclude the future exercise of that or any other power or right.

## 6.10 Further Acts

- 6.10.1 The parties will do all things and execute all documents required to permit or facilitate the performance of this Agreement.

## 6.11 Counterparts

- 6.11.1 This Agreement may be executed in counterparts, which when taken together are one instrument.

## 6.12 Assignment and Sub-Licensing

- 6.12.1 Neither party is entitled to assign or sub-licence its rights under this Agreement without the prior written consent of the other party (which consent must not be unreasonably withheld), other than an assignment or sub-licence to a Related Body Corporate (as defined in the Corporations Act 2001 (Cth)) where notice of such assignment or sub-licence is provided to the other party.

## 6.13 User Privacy obligations

- 6.13.1 You must comply with the Privacy Act 1988 (Cth) and all other applicable privacy laws that may be in force from time to time which, amongst other things, regulate the collection, storage, use and disclosure of personal information.
- 6.13.2 Notwithstanding any other terms in this agreement, You must ensure that the use of the Beta Release and the handling of any information stored using the Beta Release do not breach any applicable privacy laws.
- 6.13.3 You will indemnify Minfos against all loss, damage, claim, demand, cost or expense (other than in respect of consequential loss or damage) incurred by Minfos as a result of Your breach of clause (a) or (b) above.

## 6.14 Governing Law

6.14.1 This Agreement is governed by the laws of Victoria and the parties submit to the non-exclusive jurisdiction of the courts of Victoria.

## 6.15 Interpretation Rules

6.15.1 In this Agreement words or expressions:

- a. Importing the singular include the plural and vice versa;
- b. Importing a gender include all other genders; and
- c. Denoting individuals include corporations, firms, unincorporated bodies, authorities and instrumentalities;

6.15.2 A reference to this Agreement is a reference to this Agreement as amended, varied, novated, supplemented, or replaced from time to time;

6.15.3 A reference to a party to this Agreement includes that party's executors, administrators, successors, and permitted assigns;

6.15.4 Where a word or phrase is defined or given meaning, any other part of speech or grammatical form has a corresponding meaning;

6.15.5 A reference to a clause, sub-clause, item, Part or Schedule is a reference to a clause, sub-clause, item, Part or Schedule of this Agreement;

6.15.6 A reference to '\$' or dollars is a reference to Australian dollars;

6.15.7 A reference to a business day means any day on which banks are open for general banking business in the State or Territory in which You are located, but does not include any Saturday, Sunday or public holiday; and

6.15.8 A provision of this Agreement must not be construed to the disadvantage of a party merely because that party was responsible for the preparation of the Agreement or the inclusion of the provision in this Agreement.

## 7 Definitions

7.1.1 'Beta Partner' means any entity that is currently a Minfos customer that accepts this agreement, as the individual(s) responsible for the pharmacy.

7.1.2 'Beta release' means a Beta version of the Minfos software (Service Offering) that has not yet been made 'Generally Available'.

7.1.3 'Checklist' means the *Beta Store Checklist* supplied by Minfos, which contains the enhancements and bug fixes that require Beta testing for the specified beta version release.

7.1.4 'Confidential Information' means all non-public information disclosed by Us, Our affiliates, business partners or Our or their respective employees, contractors or agents, that is designated as confidential or that, given the nature of the information or circumstances surrounding its disclosure, reasonably should be understood to be confidential. Confidential Information includes:

- a. Non-public information relating to Our or Our affiliates' or business partners' technology, customers, business plans, promotional and marketing activities, finances and other business affairs;

- b. Third-party information that We are obligated to keep confidential; and
  - c. The nature, content, and existence of any discussions or negotiations between You and Us or Our affiliates. Confidential Information does not include any information that:
    - i. Is, or becomes, publicly available without breach of this Agreement;
    - ii. Can be shown by documentation to have been known to You at the time of Your receipt from Us;
    - iii. Is received from a third party who did not acquire or disclose the same by a wrongful or tortious act; or
    - iv. Can be shown by documentation to have been independently developed by You without reference to the Confidential Information.
- 7.1.5 'Content' means any information or data that belongs to Minfos or our Customers.
- 7.1.6 'Minfos Materials' means Content we or any of our affiliates make available in connection with the Services or on the Minfos Site to allow access to and use of the Services, including Service Offering(s), software libraries; command line tools; and other related technology
- 7.1.7 'Force Majeure' means any act of God, fire, earthquake, storm or flood, industrial dispute, unavoidable accident, requirement or restriction of any Government, loss of supply of essential services including, but not limited to, electrical power and air conditioning, and any other cause beyond the reasonable control of Minfos.
- 7.1.8 'Insolvency Event' means, in relation to a party, except for the purpose of a solvent reconstruction or amalgamation which has the prior written consent of the other party, the happening of one or more of the following events:
- a. Process is filed in a court seeking an order that it be wound up or that a Controller be appointed to it or any of its assets, unless the application is withdrawn, struck out or dismissed within 7 days of it being filed;
  - b. An order is made that it be wound up or that a Controller be appointed to it or any of its assets;
  - c. A resolution that it be wound up is passed;
  - d. A liquidator, provisional liquidator, Controller or any similar official is appointed to, or takes possession or control of, all or any of its assets or undertaking; or
  - e. An administrator is appointed to it, a resolution that an administrator be appointed to it is passed or proposed, or any other steps are taken to appoint an administrator to it;
  - f. It enters into, or resolves to enter into, an arrangement, compromise or composition with any of, or any class of, its creditors or shareholders, or an assignment for the benefit of any of, or any class of, its creditors, or process is filed in a court seeking approval of any such arrangement, compromise or composition;
  - g. A reorganisation, moratorium, deed of company arrangement or other administration involving one or more of its creditors is proposed or effected;
  - h. Any action is taken by the Australian Securities and Investments Commission with a view to cancelling its registration or to dissolving it;
  - i. It is insolvent within the meaning of section 95A of the Corporations Act, as disclosed in its accounts or otherwise, states that it is unable to pay its debts or it is presumed to be insolvent under any applicable law;
  - j. As a result of the operation of section 459F(1) of the Corporations Act, it is taken to have failed to comply with a statutory demand;
  - k. It stops or suspends or threatens to stop or suspend:
    - i. The payment of all or a class of its debts; or
    - ii. The conduct of all or a substantial part of its business or threatens to do so.
  - l. Any event or circumstance set out in section 461 of the Corporations Act occurs in relation to it;

- m. It is, or makes a statement from which it may reasonably be deduced that it is, the subject of an event described in section 459C(2)(b) or section 585 of the Corporations Act; or
  - n. Anything having a substantially similar effect to any of the events specified in the preceding paragraphs happens to it under the law of any jurisdiction.
- 7.1.9 'Intellectual Property Rights' means all industrial and intellectual property rights including, without limitation:
- a. Any rights in respect of or in connection with any copyright, patents, trademarks, design rights, or eligible layout rights (whether registered or not); and
  - b. Any rights to apply for registration of any of the rights referred to in 4.1.10 (a).
- 7.1.10 'Minfos Website' means <http://www.minfos.com.au> and any successor or related site designated by Us.
- 7.1.11 'Privacy Policy' means the privacy policy currently referenced at <https://symbion.com.au/privacy-policy>, as it may be updated by Us from time to time.
- 7.1.12 'Service' refers to both services rendered by Minfos, as specified in this Agreement, and each of the web services made available by Us or Our affiliates, including those web services described in the Service Terms.
- 7.1.13 'Service Level Agreement' means all service level agreements that We offer with respect to the Services and post on the Minfos customer knowledge base website, as they may be updated by Us from time to time.
- 7.1.14 'Service Offering(s)' means the Services (including associated APIs), the Content, the Trademarks, the Minfos Website, and any other product or service provided by us under this Agreement.
- 7.1.15 'Set date' means the date the completed Checklist is due back to Minfos, as set and communicated by Minfos.
- 7.1.16 'System' means a computer hardware and operating environment that pertains to a particular pharmacy and business.
- 7.1.17 'Third-Party Content' means Content made available to You by any third party on the Minfos Website or in conjunction with the Services.
- 7.1.18 'Trademarks' means any trademarks, service marks, service or trade names, logos, and other designations of Minfos and its affiliates that We may make available to You in connection with this Agreement.

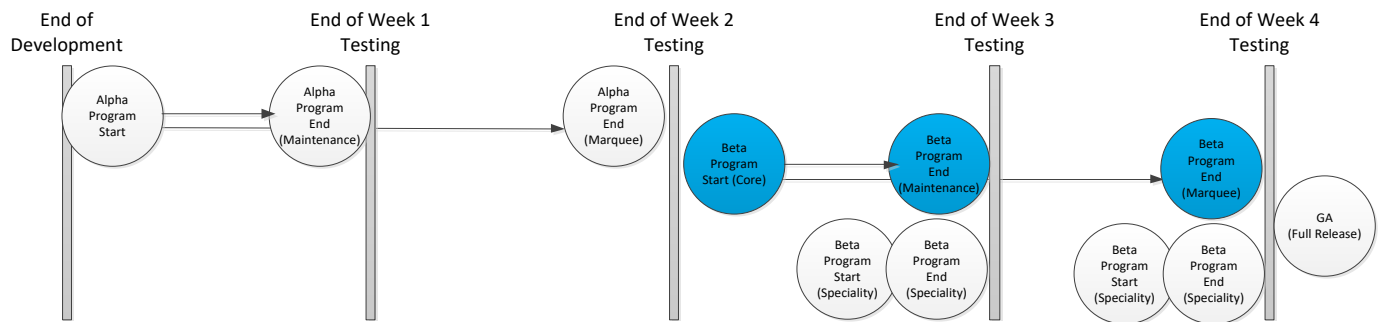
## Schedule A: Core Beta Partner (CBP)

This schedule outlines the specific requirements under the terms of this agreement in respect to the provision of Beta testing services under the Core Beta Partner Program.

### Core Beta Partner Program

#### Outline of program

The Beta Program operates for a period of one or two weeks from the start of the scheduled Beta Program which usually commences after the Alpha (regression) testing phase has been successfully completed within the Minfos QA team. The diagram below outlines the approximate timelines for the Beta Program.



## Benefits

The following outline the benefits of participation of the Core Beta Partner Program:

- A 30% discount on monthly Minfos support fees.
- Priority support assistance provided during the Beta program testing cycle.

All issues that arise during the Beta testing process will be assessed for severity by Minfos Support and must be logged accordingly.

## Technical assistance

Minfos will provide Beta Program Partners with high priority support during the beta testing period, after the software issue is confirmed to directly relate to the beta version currently being tested.

### Service obligations under this agreement

Support assistance is provided by the Minfos Support and QA teams. Request for support can only be made by issuing a request via Minfos's incident tracking system. Access to this system and instructions for use will be provided on sign up to the Beta Partner Program.

### Service hours

Hours are defined in the *Minfos Service Level Agreement* for customer support.

### The Minfos Help Centre (FreshDesk)

This is the preferred contact method, and is available to all Beta Program Partners.

Please submit your issue/s via this portal.

Please refer to [Minfos Help Centre Overview](#) to set up an account or change your password.

URL: [help.minfos.com.au](https://help.minfos.com.au)

## Service performance

These issues will be triaged with **high priority**, to determine if they are related directly with the Beta software.

If, however, the support issue related to a previously-related version, then it will be dealt with according to the standard set in the *Minfos Service Level Agreement* for customer support.

## Notification of Minfos Test Releases

Minfos release schedule includes four (quarterly) major ('marquee') releases each year.

In addition to these major releases we may release maintenance releases monthly which focus on bug fixes. For example: Marquee release is 3.9.1, while a maintenance release is 3.9.2 or 3.9.3.

Minfos will provide notification with every new Minfos test release. All releases undergo an Alpha and Beta testing cycle.



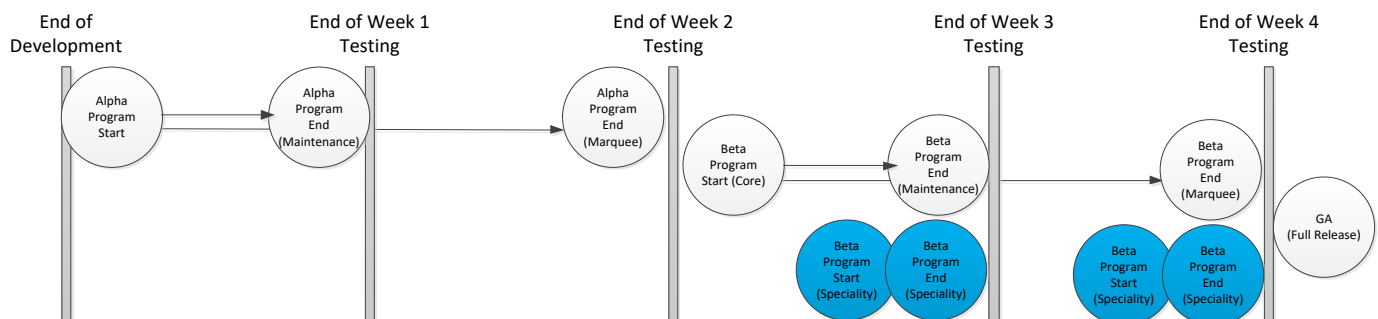
# Schedule B: Specialty Beta Partner (SBP)

This schedule outlines the specific requirements under the terms of this agreement in respect to the provision of Beta testing services under the Specialty Beta Partner Program.

## Specialty Beta Partner Program

### Outline of program

The Beta Program operates for a period of one or two weeks from the start of the scheduled Beta Program which usually commences after the Alpha (regression) testing phase has been successfully completed within the Minfos QA team. The diagram below outlines the approximate timelines for the Beta Program.



### Benefits

The following outline the benefits of participation of the Specialty Beta Partner Program:

- Priority support assistance provided during the Beta program testing cycle.

All issues that arise during the Beta testing process will be assessed for severity by Minfos Support and must be logged accordingly.

### Technical assistance

Minfos will provide Beta Program Partners with high priority support during the beta testing period, after the software issue is confirmed to directly relate to the beta version currently being tested.

### Service obligations under this agreement

Support assistance is provided by the Minfos Support and QA teams. Request for support can only be made by issuing a request via Minfos' Incident Tracking System. Access to this system and instructions for use will be provided on sign up to the Beta Partner Program.

## Service hours

Hours are defined in the *Minfos Service Level Agreement* for customer support.

## The Minfos Help Centre (FreshDesk)

This is the preferred contact method, and is available to all Beta Program Partners.

Please submit your issue/s via this portal.

Please refer to [Minfos Help Centre Overview](#) to set up an account or change your password.

URL: [help.minfos.com.au](https://help.minfos.com.au)

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