

Schedule B: Enterprise Terms

Last Updated: 2 September 2026

This Schedule applies where Customer and Teralo have executed an Order Form. It is read together with the Master Terms, and capitalised terms used here have the meaning given there. The contracting party is Teralo Pty Ltd (ABN 98 634 996 115, ACN 634 996 115).

Where this Schedule applies, Schedule A does not, and the self-serve variation regime in clause A5 has no application to Customer.

B1. Formation

The Agreement is formed when both parties execute an Order Form. The Order Form is the operative commercial document, and it incorporates these Master Terms and this Schedule.

Where the documents are inconsistent, they prevail in the order set out in clause 1 of the Master Terms: Special Conditions, then the remaining Order Form provisions, then this Schedule, then the Master Terms, then the incorporated policies.

B2. Term and Renewal

The Agreement commences on the Commencement Date stated in the Order Form and continues for the Initial Term stated there.

At the end of the Initial Term, the subscription renews automatically on a month-to-month basis unless either party gives 60 days' written notice of cancellation.

The parties may replace an Order Form at any time with a new Order Form, which takes effect only once both parties have signed it. A replacement does not affect accrued rights or remedies.

B3. Fees and Payment

The fees, the billing frequency and the payment terms are those stated in the Order Form. Billing may be monthly, quarterly or annual, as the Order Form specifies.

Where the Order Form does not state a payment term, invoices are payable within 30 days of the invoice date.

Fees are fixed for the Initial Term unless the Order Form provides otherwise. Teralo may vary fees for a renewal period by giving written notice at least 60 days before the renewal begins, and Customer may decline by giving notice of cancellation under clause B2.

B4. Variations

The Agreement may be varied only by a document signed by both parties, or by a replacement Order Form.

Teralo has no right to vary the Master Terms or this Schedule unilaterally in respect of Customer during the Initial Term.

Where Teralo publishes an updated version of the Master Terms, the version incorporated by Customer's Order Form continues to apply to Customer until the parties agree otherwise or a replacement Order Form is executed.

This is the substantive difference between this Schedule and Schedule A, and it is deliberate: a negotiated agreement should not change because a web page changed.

B5. Support and Service Levels

Customer receives the support tier that the Service Level Agreement assigns to an Order Form customer, unless the Order Form states a different tier or different response targets, in which case the Order Form prevails.

The committed availability figure and the service credit schedule in the Service Level Agreement apply to Customer unless the Order Form states otherwise.

B6. Insurance

Teralo maintains the insurance stated in clause 20 of the Master Terms.

Where the Order Form specifies additional or higher cover, Teralo maintains that cover for the duration of the Agreement and provides certificates of currency on request.

B7. Security and Data Protection

The Data Processing Agreement applies to the Agreement.

Where Customer requires additional security obligations, audit rights or data residency commitments beyond those in the Data Processing Agreement, they must be recorded as Special Conditions in the Order Form.

B8. Definitions

Commencement Date: the date stated in the Order Form as the date the Agreement commences.

Initial Term: the period stated in the Order Form during which the Agreement runs before it renews.

Contact

For questions about this Schedule, please contact us at support@teralo.co.