

1. Overview

Osky Interactive offers the Osky Care Agreement for clients who require ongoing and hassle free maintenance and support throughout the year.

Customer Details

Company Name:	Osky
Contact Name:	Romos Amatya
Email:	romos.amatya@osky.com.au
Phone:	0445854587
Address:	Suite 2, 137-141 Brunker Road

2. Selected Services

Plan Name	Inclusions	Monthly Rate (ex GST)
Osky Care Large	<ul style="list-style-type: none"> • Daily – Cloud Backups (30 Days Retention) • Monthly Plugin & CMS Updates • Consultation & Advice • Maintenance & SEO Report • 24/7 Uptime Monitoring • Security Monitoring & Cleanup • License Management • Websites with advanced custom features and external API integrations • Performance Benchmark • Monthly SEO Ranking & Competitor Report (Up To 4 Competitors) 	\$1680

3. Terms

The agreement starts on the effective date and renews automatically based on the selected billing cycle.

A 2-week grace period applies for overdue payments before termination.

4. Included Services

Applies only to the selected support and hosting packages:

- Helpdesk Support (Business Hours): Minor technical support via email or phone.
- Cloud Backups: 30-day retention for recovery purposes.
- Plugin/CMS Updates: Monthly updates where compatibility allows.
- Security Monitoring & Cleanup: Scan and removal of malware or suspicious code.
- Uptime Reports: Monthly report on website uptime.
- License Management: Tracking of plugin license renewals (Client pays 3rd-party fees).
- Performance Benchmark Reports: Review of server and website speed (excludes performance upgrades).

5. Payment Terms

- Invoices issued on the first day of each billing cycle (monthly or annually).
- GST is not included in listed prices and will be added to invoices.
- Non-payment after one month may result in agreement termination.

6. Termination

- Either party may terminate the agreement with 30 days' written notice prior to the next billing cycle.

- Refunds will not be issued for services already delivered or for unused portions of annual packages, unless OSKY initiates the termination (in which case a pro-rata refund applies).
- OSKY may suspend or terminate the agreement for breach, insolvency, or persistent non-compliance.

7. Liability

- OSKY is not liable for data loss, business disruption, or hosting provider failures.
- No guarantees are made against service interruptions or cyberattacks.

8. Acceptance & Authorisation

The Client confirms they are authorised to enter this agreement on behalf of the organisation and that the information provided is accurate.

Client Confirmation

Name: Romos Amatya
Email: romos.amatya@osky.com.au
Date of Agreement: 28-07-2025
IP Address: 180.150.4.31
Form Reference ID: OAG-20250729-160049

Selected billing cycle:	Monthly
Effective Date:	28-07-2025
Website URL:	test.com.au

Electronic Agreement Acknowledgement

This document was submitted electronically via the Osky Care Agreement Form. By ticking the agreement checkbox and submitting the form, the client confirmed their understanding and acceptance of the terms.

This PDF represents a legally binding agreement under the Electronic Transactions Act 1999 (Cth).

The client's confirmation serves as a valid digital signature and holds the same legal weight as a handwritten signature.

This copy is for your records. Please contact us at support@Osky.com.au if you require any changes or assistance.