

Fair Usage Policy

Last Updated: 6 August 2024

If have signed up to a membership plan (**Membership**), then you may have access to features and benefits on our platform. These features and benefits are designed to be helpful services to our members. To ensure continued access to these features, your use of the features in your Membership is subject to this fair usage policy in accordance with our engagement letter.

1 GENERAL POLICY

You must not use any feature of the Membership in a way that a reasonable person would consider to be unreasonable. This applies to but is not limited to the below features of the membership:

- Member Calls;
- Sprintlaw Signatures;
- uploading documents;
- generating free documents; and
- any other feature we may introduce to our Membership platform from time to time.

We may add, remove or change the features we make available to you on the Membership platform. This fair usage policy will apply to all current and future features on the Membership platform.

2 MEMBER CALLS

If your Membership plan permits you to access our call booking system in the platform, then you may book unlimited member calls subject to this policy (**Member Calls**). The Member Calls are designed to be a helpful service for members to book calls with lawyers, so it's important to use this service within reason to ensure all eligible members can book in calls.

To claim Member Calls under your Plan, you must book calls on the Membership platform. Calls are:

- (a) intended to answer basic legal questions and do not include reviewing documents, emails or providing legal advice that requires time beyond the time of our lawyers on the phone;
- (b) may (at our discretion) also be available by way of phone call, video call, or both;
- (c) intended to be used for simple, ad hoc questions; and
- (d) limited to a maximum of 30 minutes.

You will be deemed to be breaching our fair usage policy on Member Calls if you are found to be:

- (e) requesting multiple Member Calls on a single topic;
- (f) requesting multiple Member Calls as an attempt to avoid purchasing legal services; or
- (g) requesting or pressuring our lawyers to provide legal advice or answers to complex questions without an opportunity to fully consider issues.

3 SPRINTLAW SIGNATURES

As part of certain Membership plans, you may also have access to our digital signature tool (**Sprintlaw Signatures**). Sprintlaw Signatures is powered and hosted by our partner Annature (<https://www.annature.com.au/>) and is subject to their Privacy Policy and terms as set out on their website.

While we provide unlimited access to Sprintlaw Signatures, we have set a technical limit of 50 envelopes per month for security purposes. We may lift this technical limit upon your request. If we approve this request, lifting the limit may take up to 5 business days.

Please contact us in advance if you intend to utilise Sprintlaw Signatures to send a high volume of envelopes so we can attempt to accommodate your requirements, noting that we reserve the right to refuse high volume sends beyond 50 envelopes per month.

4 BREACH OF THIS POLICY

We reserve the right to determine whether the fair usage policy has been breached and cancel your Membership, provided that you have the right to request a full refund of the fees for the current payment period if we enforce the fair usage policy.

5 ENGAGEMENT LETTER

The full terms and conditions of our engagement, including terms around credits and refunds, are set out in the engagement letter applicable to the specific country in which our services are engaged (Engagement Letter). In the case of any inconsistency between this policy and the applicable Engagement Letter, the terms of the engagement letter will apply.

6 CONTACT US

If you have any questions or concerns about this policy, please do not hesitate to contact us at <https://platform.sprintlaw.co/support> or via the Contact Us page on our website.