



CONTRACTS & POLICIES

PCL One Cloud Services Ordering Document



STANDARD ORDERING FORM FOR PCL ONE CLOUD SERVICES

Effective Date: 6 October 2025

Classification: Public

Document ID: PCL-CONTRACT-ORDER-017

This standard Ordering Document is intended for public distribution. When completed and executed for a customer, it identifies the Cloud Services purchased and the customer-specific commercial, operational and legal terms that form part of the contract with the PCL One Cloud Services Agreement and applicable Service Specifications.

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This Ordering Document should be completed together with the applicable Cloud Services Agreement, Service Schedule, Data Processing Addendum and Service Specifications.

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ORDER STATUS

This is PCL One's standard public Ordering Document. The completed and executed Order identifies the Customer, PCL One contracting entity, purchased Cloud Services, quantities, fees, term, support profile, service-specific commitments and other transaction-specific terms. A completed Order may be designated confidential by the parties.

1. Order particulars

Field	Order value
Order number	To be assigned in executed Order.
Customer legal name	To be completed in executed Order.
PCL One contracting entity	To be completed in executed Order.
Order effective date	To be completed in executed Order.
Initial subscription term	To be completed in executed Order.
Currency	To be completed in executed Order.
Customer purchase order / reference	If applicable, to be completed in executed Order.

This Ordering Document is an Order under the PCL One Cloud Services Agreement identified in Section 10. Capitalized terms not defined in this Order have the meanings given in the Agreement or applicable Service Specifications.

2. Contracting parties and notices

Field	Order value
Customer registered address	To be completed in executed Order.
Customer billing contact	Name, email and billing address to be completed in executed Order.
Customer legal-notice contact	Name, title, email and notice address to be completed in executed Order.
Customer security / privacy contact	Designated security and privacy contact to be completed where applicable.
PCL One registered address	To be stated for the PCL One contracting entity identified in this Order.
PCL One legal-notice contact	To be stated in executed Order.
Operational / support contact route	As stated in the applicable Cloud Support Policy or Service Schedule.

Operational contacts may be updated through the agreed service-management process without amending this Order. Changes to a party's legal-notice address must be made in accordance with the notice provisions of the Agreement.

3. Cloud Services and subscription scope

The Customer purchases only the Cloud Services, subscription quantities and environments expressly identified below or in an attached service schedule. No module, feature, storage quantity, user entitlement or professional service is included solely because it is generally available in PCL One's product portfolio.

Cloud Service / module	Subscription metric	Qty	Fee / rate	Billing	Term

Scope field	Order position
Authorized business purpose	To be completed in executed Order or applicable Service Schedule.
Subscription metric	As specified per line item or Service Description.
Production environment(s)	To be completed in executed Order.
Non-production environment(s)	To be completed in executed Order, if included.
Storage / usage entitlement	To be completed where a storage or usage metric applies.
Optional features / AI capabilities	Enabled only where identified in the Order or approved service design.

4. Subscription term, environments and deployment

Field	Order value
Service commencement date	To be completed in executed Order.
Initial subscription end date	To be completed in executed Order.
Renewal	As stated in executed Order; no automatic renewal applies unless expressly stated.
Deployment model	PCL One-managed cloud service unless another approved model is stated.
Primary hosting region	To be completed in executed Order or Service Schedule.
Recovery / secondary region	To be completed where contractually applicable.
Maintenance treatment	Governed by the Cloud Hosting & Delivery Policy and Service Availability SLA unless modified in this Order.

The subscription term for each line item begins and ends as stated in this Order. A change to quantity, scope, environment or term must be documented through an executed amendment, change order or replacement Order unless the Agreement expressly permits another process.

5. Fees, invoicing and taxes

Field	Order value
Subscription fees	As stated in the commercial line items or attached pricing schedule.
Implementation / professional services fees	Only if expressly included in this Order or an incorporated Statement of Work.
Billing frequency	To be completed in executed Order.
Invoice timing	To be completed in executed Order.
Payment terms	30 days from invoice date unless the executed Order states otherwise.
Taxes	Exclusive of applicable transaction taxes unless expressly stated otherwise.
Price adjustment / renewal pricing	Only as expressly stated in the executed Order.

COMMERCIAL CONTROL

A proposal, quotation, purchase order, procurement-portal field or other pre-contract document does not change subscription scope, fees, service levels or legal terms unless it is expressly incorporated into the executed Order.

6. Service levels and support

Service levels and support are governed by the applicable Service Availability SLA, Cloud Support Policy and any customer-specific Support Service Schedule incorporated into this Order. The following fields identify the service profile selected for the Customer.

Field	Order value
Availability commitment	As stated in the applicable Service Availability SLA or customer-specific Service Schedule.
Severity 1 acknowledgement	Baseline public target is 15 minutes, 24x7 where adopted for the subscribed service.
Severity 2-4 response targets	As stated in the applicable Support Service Schedule or other customer-specific support terms.
Recovery Time Objective (RTO)	As stated in the applicable Service Schedule; public baseline applies only where expressly adopted.
Recovery Point Objective (RPO)	As stated in the applicable Service Schedule; public baseline applies only where expressly adopted.
Service credits	Only as stated in the applicable Service Availability SLA or Service Schedule.
Support plan / service tier	To be completed in executed Order.

Support acknowledgement and recovery objectives are targets for the conditions to which they expressly apply. They do not convert every support case, customer configuration issue, third-party dependency or non-production issue into a service outage or declared recovery event.

7. Data protection, residency and subprocessors

Field	Order value
Data Processing Addendum	Applies where PCL One processes Personal Data on the Customer's behalf, as identified in Section 10.
Customer Data categories	To be documented in the applicable DPA schedule, service design or data inventory where required.
Data residency requirement	To be completed in executed Order or Service Schedule where a residency commitment applies.
Customer-specific subprocessor schedule	To be provided where required for the subscribed service.
Retention requirements	Governed by the Data Retention, Backup & Secure Disposal Policy and any stricter customer-specific schedule.
Incident-notification variation	Any stricter customer-specific timing must be expressly stated in this Order, DPA or Service Schedule.
Regulated / special data restrictions	To be completed where the Customer requires a specific approved treatment.

The public Subprocessor & Third-Party Services Policy is not, by itself, confirmation that every listed provider processes Customer Data for this Customer. The customer-specific service design or schedule determines provider applicability.

8. Implementation and professional services

Professional services are not included unless expressly identified in this Order or an incorporated Statement of Work. Where implementation, migration, integration, configuration, training or advisory services are purchased, the applicable Statement of Work or Service Schedule will identify scope, deliverables, assumptions, responsibilities, acceptance approach and fees.

Field	Order value
Professional services included	Yes / No - to be completed in executed Order.

Field	Order value
Statement of Work reference	To be completed if professional services are included.
Target project start	To be completed if applicable.
Target production go-live	To be completed if applicable.
Customer dependencies	As stated in the incorporated Statement of Work or Service Schedule.
Acceptance / completion method	As stated in the incorporated Statement of Work.

9. Customer-specific legal and operational terms

The following fields are used only where the parties agree to terms that must be stated at Order level. If a field is not completed, the applicable Agreement and Service Specifications govern to the extent they address the subject.

Field	Order value
Governing law	To be completed in executed Order.
Venue / jurisdiction	To be completed in executed Order, if required.
Aggregate liability cap	To be completed in executed Order or Service Schedule.
Category-specific liability treatment	To be completed only if agreed.
Public-sector statutory modifications	To be completed where applicable.
Insurance requirements	To be completed only where contractually required.
Customer-specific security requirements	To be incorporated by reference only if expressly accepted by PCL One.
Additional negotiated terms	To be stated in an attached, signed schedule if required.

CUSTOMER-SPECIFIC TERMS

Customer-specific requirements should be stated once in the executed Order or an incorporated signed schedule. Bid responses, questionnaires and security-assessment answers do not independently amend the contract unless the executed Order expressly incorporates them.

10. Incorporated documents and order of precedence

The executed Order should identify the exact documents and versions incorporated into the contract. Unless the Order expressly states otherwise, the order of precedence follows the PCL One Cloud Services Agreement.

Field	Order value
PCL One Cloud Services Agreement	PCL-CONTRACT-CSA-014 Effective 6 October 2025.
This Ordering Document	PCL-CONTRACT-ORDER-017 Effective 6 October 2025.
Service Schedule / Service Description	Exact title and version to be completed in executed Order.
Data Processing Addendum	Exact title and version to be completed where applicable.
Cloud Hosting & Delivery Policy	Exact title and version or canonical URL to be completed.
Cloud Support Policy	Exact title and version or canonical URL to be completed.
Service Availability SLA	Exact title and version or canonical URL to be completed.
Applicable Trust Centre policies	Exact titles or canonical URLs to be completed where incorporated.

Field	Order value
Statement of Work	Exact title and version to be completed if professional services are included.

A purchase order may be used for administrative payment processing, but additional or conflicting terms printed on or linked from a purchase order do not amend the contract unless PCL One expressly agrees to them in a document signed by authorized representatives of both parties.

11. Execution

By signing the completed Order, each party confirms that its authorized representative has authority to bind that party and that the Order, together with the incorporated contract documents, forms the agreement for the ordered Cloud Services.

PCL One	Customer
Authorized signature _____	Authorized signature _____
Name and title _____	Name and title _____
Date _____	Date _____
Legal entity _____	Legal entity _____

12. Statement of changes

Effective date	Summary
6 October 2025	Initial publication of this standard Cloud Services Ordering Document.