

# Ontono Provider Terms of Service

*Last Updated: 7th Feb 2021*

Please read these provider terms of service ("Terms", "Terms of Service", "ToS") carefully before using the ontono.com website (the "service") operated by Taank Technologies Limited (the "Company", "us", "we", "our") as a service provider or expert. These ToS are in addition to the general terms of service which can be found from the Ontono website at <http://ontono.com>.

## Definitions

A Provider (also known as an expert, tutor, mentor) is a user that may provide their services utilising the Ontono platform, including but not limited to advertising their services or bio on Ontono, taking or making calls to potential Customers using the Ontono application, or otherwise communicating with Customers using the Ontono application.

A Service is an exchange of knowledge or communication with a Customer as described by the Provider which are in the details of Service.

A Premium Service is a Service which a Provider has offered their time, services, goods or another promise for an internationally recognised currency (such as GBP, USD, etc. but not Ontono Credits).

## Premium Services

The content of a premium service is provided by the Provider, not Ontono. A provider agrees to take responsibility for all content and any liabilities arising from the content of the service provided, without exception.

Ontono agrees to provide tools to aid the delivery of the service, such as online communication tools, advertising services, billing services, invoicing and payment collection. Ontono may charge Providers for this service. By default these charges are 20% of the Provider Service charges. The charges are intended to cover card fees, transfer fees, computing costs, data costs and Ontono platform maintenance and development costs. The individual settings of the Provider and their Service will determine what fees may be charged.

## Invoices

Ontono will invoice customers on behalf of the Provider. Ontono will determine when and how to invoice Customers. To avoid excessive invoicing for small amounts an invoice will only be created after a minimum threshold has been reached. Currently the default is 10 USD or 10 GBP. A Provider's settings may use different amounts.

## Payment Terms

Customers must provide payment cards before they can receive Premium Services from any Provider. If the charge is determined after the service has been provided Ontono will attempt to take payment from the Customer. If the payment is successful the balance of the service charge, less any Ontono fees will be paid into the Provider's nominated bank account within one calendar month. If the payment is unsuccessful, Ontono will seek to retry payment collection, the Customer will not be able to request further Premium Services. Ontono will in general not seek to take payment for Ontono services from the Provider pertaining to any unpaid for Customer charges that Ontono has not been able to collect.

## Disputes

Any disputes raised by the Customer related to the content of the service should be resolved by the Provider directly. If this is not possible Ontono will mediate. Any disputes raised by the Customer related to the Ontono platform will be dealt with by Ontono. Any disputes raised by a Provider should be reported to Ontono directly. These disputes will be dealt with on a case by case basis.

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