



BUSINESS SERVICES AGREEMENT VARIATION

VARIATION AGREEMENT 2

YOUR DETAILS

Name Data Action Pty Ltd (you or your)
ABN 32 008 102 890
Address Level 1, 151 South Terrace Adelaide SA 5000

OUR DETAILS

Name Telstra Corporation Limited (ABN 33 051 775 556) (we, us or our)
Address for Notices General Manager, Contract Management
Locked Bag 6502, Sydney NSW 2001
Fax Number 1300 886 281

- A. The parties entered into a Business Services Agreement for the provision of telecommunication services dated 30 June 2014, as varied (Agreement).
- B. The parties agree that from the date this Variation Agreement is signed by the last party, the Agreement will be varied in accordance with the terms of this Variation Agreement. Subject to the variations, the Agreement will continue in full force and effect.
- C. Terms used in this Variation Agreement have the same meaning as terms defined in the Agreement.

AGREED BY YOU

Signed for you by your authorised representative:

Signature [Signature] Date 30/6/2015
Print Name SHAWN WALKER Position C.F.O.

AGREED BY US

Signed for us by our authorised representative:

Signature [Signature] Date 30/6/15.
Print Name Glen Walker Position General Manager

The terms of the Agreement are varied as follows:

| CLAUSE | VARIATION | | | | | | | | |
|---|---|--|------------------------------------|--|--------------|--|-----|----------------|--------------------|
| Schedule 11 – Telstra Cloud Collaboration - Cisco Powered (TCC), Att 1 to Schedule 11 - Site Schedule, Technology Incentive Fund (TCC) | <p>Insert the following new clause (f) to (j) after existing clause (e) in Att 1 to Schedule 11 – Site Schedule:</p> <p>ADDITIONAL TECHNOLOGY INCENTIVE FUND (TCC) - 2</p> <p>(f) Within 30 days of the date on which Variation Agreement 2 is signed by the last party, we will create a Telstra Cloud Collaboration – Cisco Powered (TCC) Technology Incentive Fund (TCC TIF) – 2 account for you. We will credit this account with a once-off migration rebate for the following TCC Worker Type Packages that you activate and keep activated on the TCC Service for the Service Schedule Term. These amounts will be credited to your TCC TIF 2 account after complete deployment of all TCC Worker Type Packages in accordance with this Att 1 to Schedule 11:</p> <table><tr><th>End Users eligible for TCC rebate</th><th>Number of TCC Worker Type Packages</th><th>TCC rebate (per TCC Worker Type Package)</th><th>Total rebate</th></tr><tr><td>Existing End Users connected to Avaya, Nortel and NEC PABX systems</td><td>172</td><td>\$80 (inc GST)</td><td>\$13,760 (inc GST)</td></tr></table> <p>(g) You may only use the TCC TIF 2 to purchase eligible TCC related hardware or installation services. Your TCC TIF 2 account is not transferable or redeemable as cash and cannot be used to pay any existing service or equipment charges. The above rebate is not available with any other one-off or non-standard Telstra offers unless we advise you otherwise. We will reduce the credit in your TCC TIF 2 account by the full GST inclusive retail list price of the purchased Telstra product or service redeemed by you.</p> <p>(h) We may suspend or close your TCC TIF 2 account at any time by notice to you:</p> <p>(i) if you do not pay any undisputed amounts due to us on time;</p> <p>(ii) if you do not achieve any minimum commitments or Spend conditions set out or referred to in this Agreement; or</p> <p>(iii) If an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.</p> <p>(i) If the Agreement or Schedule 11 - Telstra Cloud Collaboration – Cisco Powered (TCC) is terminated for any reason other than for our material</p> | End Users eligible for TCC rebate | Number of TCC Worker Type Packages | TCC rebate (per TCC Worker Type Package) | Total rebate | Existing End Users connected to Avaya, Nortel and NEC PABX systems | 172 | \$80 (inc GST) | \$13,760 (inc GST) |
| End Users eligible for TCC rebate | Number of TCC Worker Type Packages | TCC rebate (per TCC Worker Type Package) | Total rebate | | | | | | |
| Existing End Users connected to Avaya, Nortel and NEC PABX systems | 172 | \$80 (inc GST) | \$13,760 (inc GST) | | | | | | |

| | |
|---|---|
| | <p>breach, you must reimburse us any TCC TIF 2 amount which has been used. Upon expiry or termination of this Agreement or Schedule 11 - Telstra Cloud Collaboration – Cisco Powered (TCC) (whichever occurs earlier), your TCC TIF 2 account will be closed.</p> <p>(j) If we close your TCC TIF 2 account for any reason, any balance remaining will be extinguished.</p> |
| Schedule – Telstra Cloud Collaboration - Cisco Powered (TCC), New Attachment 8 – Site Schedule | The attached New Att 8 to Schedule 11 Additional Site Schedule is added to the Schedule 11. |
| Schedule – Telstra Cloud Collaboration - Cisco Powered (TCC), New Attachment 9 – Additional Site Schedule Pricing | The attached New Att 9 to Schedule 11 - Additional Site Schedule Pricing is added to the Schedule 11. |

Att 8 to Schedule 11 – Additional Site Schedule

1 SITE DETAILS (COMPLETE FOR EACH SITE)

| | |
|-----------------------|---|
| Site Name | South Terrace |
| Address | Level 1, 151 South Terrace Adelaide SA 5000 |
| Total No of End Users | 10 |
| Site Contact | Art Kostarellos Infrastructure Architect akostarellos@da.com.au d (08) 8201 1440 m 0408 082 872 |
| Premises Location | <input checked="" type="checkbox"/> Metro <input type="checkbox"/> Regional <input type="checkbox"/> Remote |

2 TELSTRA UNIFIED COMMUNICATIONS SOLUTION COMPONENTS AND PRICING

TELSTRA UNIFIED COMMUNICATIONS SOLUTION COMPONENTS

| TELSTRA UNIFIED COMMUNICATIONS SOLUTION COMPONENTS | TICK SERVICE THAT APPLIES | NUMBER OF SERVICES THAT APPLY |
|---|-------------------------------------|-------------------------------|
| Design Services | | |
| Advanced Design | <input checked="" type="checkbox"/> | ONE |
| Hardware Installation | <input type="checkbox"/> | |
| Application Implementation & Commissioning | <input checked="" type="checkbox"/> | ONE |
| Cisco Unified Communications Integration with TCC | <input checked="" type="checkbox"/> | ONE |
| End Point Deployment (only applies to any end points associated with your TUC service.) | <input checked="" type="checkbox"/> | TEN |
| Additional Services | | |
| Site Audit | <input type="checkbox"/> | |
| Major MACD | <input type="checkbox"/> | |
| Travel Expense | <input type="checkbox"/> | |
| Project Management | <input type="checkbox"/> | |
| Training | <input type="checkbox"/> | |
| MANAGEMENT | | |
| Proactive Management | <input checked="" type="checkbox"/> | |

TELSTRA UNIFIED COMMUNICATIONS SOLUTION COMPONENT PRICING

| TELSTRA UNIFIED COMMUNICATIONS SOLUTION COMPONENTS | UPFRONT COSTS | RECURRING COSTS (ANNUAL) |
|---|---------------|--------------------------|
| Cisco Equipment Cost | NIL | |
| Other Equipment Cost | NIL | |
| Total Installation and Deployment Cost | \$21,288.00 | |
| Additional Services Customer to provide TEN Cisco UCCX Licences and current Maintenance Contract. These may be purchased from Telstra separately | | |
| | | |
| Maintenance Cost | | |
| MANAGEMENT | | |
| Proactive Management | | \$15,552.00 |
| | | |
| Total Solution Costs | | |
| Telstra Unified Communications - Total Upfront Costs | \$21,288 | |
| Telstra Unified Communications - Total Annual Ongoing Costs | | \$15,552.00 |

SERVICES DETAILS

| Description | Service Name | One Time Cost (exc GST) |
|--|---|-------------------------|
| Contact Centre Design | Advanced Design | \$11,800.00 |
| Application Installation & Commissioning | Contact Centre – Enhanced | \$8,388.00 |
| End User Detailing & Deployment | Contact Centre Agent End Point deployment (10 Agents) | \$1,100.00 |
| Total | | \$21,288.00 |

MANAGEMENT COSTS

| Description | Service Name | Annual Cost (exc GST) |
|------------------------|--|-----------------------|
| Application management | Proactive Management – Contact Centre Enhanced | \$15,552.00 |

Att 9 to Schedule 11 – Additional Site Schedule Pricing

The charges for your TCC Service are outlined below.

CONTRACT TERM (months): 36 Months from the date the last party signs Variation Number 2 to the Agreement

| PRICING IN DETAIL | | Unit | LIST Unit Price per month (\$) | APPROVED Unit Price per month (\$) | APPROVED Unit Price upfront (\$) | Per Month \$ GST excl | Upfront Price \$GST excl |
|--------------------------------------|----------------------------------|------|--------------------------------------|--|--|--------------------------|--------------------------------|
| End User Worker Types | Essential Worker | 0 | \$ 17.00 | \$ 17.00 | \$ - | \$ - | \$ - |
| | Office Worker Lite | 0 | \$ 19.00 | \$ 19.00 | \$ - | \$ - | \$ - |
| | Office Worker | 0 | \$ 21.00 | \$ 21.00 | \$ - | \$ - | \$ - |
| | Information Worker | 138 | \$ 23.00 | \$ 23.00 | \$ - | \$ 3,174.00 | \$ - |
| | Mobile Worker (with Firewall) | 0 | \$ 33.00 | \$ 33.00 | \$ - | \$ - | \$ - |
| | Mobile Worker (without Firewall) | 0 | \$ 31.00 | \$ 31.00 | \$ - | \$ - | \$ - |
| | | | | | | | |
| Shared Space Worker Types | Analogue & Basic | 0 | \$ 14.00 | \$ 14.00 | \$ - | \$ - | \$ - |
| | Meeting Room | 34 | \$ 16.00 | \$ 16.00 | \$ - | \$ 544.00 | \$ - |
| | Shared Workspace | 0 | \$ 16.00 | \$ 16.00 | \$ - | \$ - | \$ - |
| | Immersive Conference Room | 0 | \$ 94.00 | \$ 94.00 | \$ - | \$ - | \$ - |

BUSINESS SERVICES AGREEMENT VARIATION
COMMERCIAL IN CONFIDENCE

| | | | | | | | |
|--------------------------------|--|-----|--|------|------|------|-------------|
| End User Customisation: | Block Off-Net to Off-Net Call Transfer | 0 | | | | | |
| | Client Matter Codes (CMC) | 0 | | | | | |
| | Forced Authentication Codes (FAC) | 0 | | | | | |
| | Hunt Groups | 0 | | | | | |
| | IP Phone Intercom | 0 | | | | | |
| | IP Phone Paging | 0 | | | | | |
| | TOTAL | 0 | | | | \$ - | \$ - |
| Solution Customisation: | Meet-me Conferencing | No | | | | \$ - | \$ - |
| | Class of Service Customisation | No | | | | \$ - | \$ - |
| | Extension Mobility Cross Cluster | No | | | | \$ - | \$ - |
| | Additional Multi-party Audio Conferencing resources | No | | | | \$ - | \$ - |
| | Cloud-based Multi-party Audio Conferencing Customisation | No | | | | \$ - | \$ - |
| | Hybrid Redundancy - Cloud configuration | No | | | | \$ - | \$ - |
| | SIP trunk Integration / Configuration in Cloud | Yes | | | | \$ - | \$ 3,000.00 |
| | Solution Based Time of Day Routing | No | | | | \$ - | \$ - |
| | Speech Auto Attendant | No | | | | \$ - | \$ - |
| | Complex Design Charge | | | | | \$ - | \$ - |
| | Total Attendant Consoles | 0 | | | \$ - | \$ - | \$ - |
| UC Clip-ons: | <i>No of consoles for Supervisor included in total</i> | 0 | | | | | |
| | Administrator Portal | 0 | | \$ - | \$ - | \$ - | \$ - |
| | | | | | | | |

BUSINESS SERVICES AGREEMENT VARIATION

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| | | | | | | | |
|-------------------------------------|---|-----|--|----------|----------|------|------|
| | Cisco Jabber Collaboration Desktop Client | 0 | | \$ 1.00 | \$ - | \$ - | \$ - |
| WebEx Clip-ons: | WebEx & Audio Conferencing | | | | | | |
| Video Meeting Rooms | Video Meeting Rooms (8) | 0 | | \$ 26.00 | \$ 35.00 | \$ - | \$ - |
| | Video Meeting Rooms (25) | 0 | | \$ 49.00 | \$ 35.00 | \$ - | \$ - |
| | Call Control Charge for Video Only | No | | \$ - | \$ - | \$ - | \$ - |
| Service Management Clip-ons: | Premium Availability | Yes | | | | | |
| Devices: | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Handsets & Devices | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Packages | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Packages | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Packages | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Packages | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |

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| | | | | | | | |
|---------------------------------------|---|-----|--|---------|-------------|--------------------|---------------------|
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |
| | Accessories | 0 | | \$ - | \$ - | \$ - | \$ - |
| Network Readiness Assessment: | Site Readiness | 0 | | \$ - | \$ 2,000.00 | \$ - | \$ - |
| | Regional / Remote Surcharge | 0 | | \$ - | \$ 600.00 | \$ - | \$ - |
| | | | | | | | |
| Installation & Activation: | Device Installation | 0 | | \$ - | \$ 50.00 | \$ - | \$ - |
| | MX/SX Series Immersive Room Install | 0 | | \$ - | \$ 900.00 | \$ - | \$ - |
| | BYO Device Activation | 172 | | \$ - | \$ 20.00 | \$ - | \$ 3,440.00 |
| | Worker Type Activation | 172 | | \$ - | \$ 50.00 | \$ - | \$ 8,600.00 |
| | Regional / Remote Surcharge | 0 | | \$ - | \$ 600.00 | \$ - | \$ - |
| | Attendant Console Installation (# of sites) | 0 | | \$ - | \$ - | \$ - | \$ - |
| | | | | | | | |
| Training: | End User Training | 0 | | \$ - | \$ 1,600.00 | \$ - | \$ - |
| | Train the Trainer | 0 | | \$ - | \$ 1,600.00 | \$ - | \$ - |
| | Regional / Remote Surcharge | 0 | | \$ - | \$ 600.00 | \$ - | \$ - |
| Service Management: | Proactive Plus | 0 | | \$ 1.00 | \$ - | \$ - | \$ - |
| | | | | | | | |
| TOTAL: | | | | | | \$ 3,718.00 | \$ 15,040.00 |

Notes:

1. Any telephony or data network usage will be charged separate to your Cloud Collaboration service

2. All prices are GST exclusive.
3. Telstra may increase the prices in the event that our vendors input pricing increases
4. Pricing for Worker Types is conditional on 90% of end users being deployed within 6 months of first worker type deployment

