



# 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.

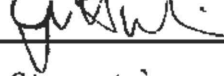
### AGREED BY YOU

Signed for you by your authorised representative:

Signature  Date 30/6/2015  
Print Name Sharon Walker Position C.F.O.

### AGREED BY US

Signed for us by our authorised representative:

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><b>ADDITIONAL TECHNOLOGY INCENTIVE FUND (TCC) - 2</b></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
<b>End User Worker Types</b>	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	\$ -	\$ -	\$ -
<b>Shared Space Worker Types</b>	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**

<b>End User Customisation:</b>	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					
	<b>TOTAL</b>	0				\$ -	\$ -
<b>Solution Customisation:</b>	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					\$ -	\$ -
	<b>Total Attendant Consoles</b>	0			\$ -	\$ -	\$ -
<b>UC Clip-ons:</b>	<i>No of consoles for Supervisor included in total</i>	0					
	Administrator Portal	0		\$ -	\$ -	\$ -	\$ -



**BUSINESS SERVICES AGREEMENT VARIATION**

**COMMERCIAL IN CONFIDENCE**

	Cisco Jabber Collaboration Desktop Client	0		\$ 1.00	\$ -	\$ -	\$ -
<b>WebEx Clip-ons:</b>	WebEx & Audio Conferencing						
<b>Video Meeting Rooms</b>	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		\$ -	\$ -	\$ -	\$ -
<b>Service Management Clip-ons:</b>	Premium Availability	Yes					
<b>Devices:</b>	Handsets & Devices	0		\$ -	\$ -	\$ -	\$ -
	Handsets & Devices	0		\$ -	\$ -	\$ -	\$ -
	Handsets & Devices	0		\$ -	\$ -	\$ -	\$ -
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	Packages	0		\$ -	\$ -	\$ -	\$ -
	Packages	0		\$ -	\$ -	\$ -	\$ -
	Packages	0		\$ -	\$ -	\$ -	\$ -
	Packages	0		\$ -	\$ -	\$ -	\$ -
	Accessories	0		\$ -	\$ -	\$ -	\$ -
	Accessories	0		\$ -	\$ -	\$ -	\$ -

**BUSINESS SERVICES AGREEMENT VARIATION**
**COMMERCIAL IN CONFIDENCE**

	Accessories	0		\$ -	\$ -	\$ -	\$ -
	Accessories	0		\$ -	\$ -	\$ -	\$ -
	Accessories	0		\$ -	\$ -	\$ -	\$ -
	Accessories	0		\$ -	\$ -	\$ -	\$ -
<b>Network Readiness Assessment:</b>	Site Readiness	0		\$ -	\$ 2,000.00	\$ -	\$ -
	Regional / Remote Surcharge	0		\$ -	\$ 600.00	\$ -	\$ -
<b>Installation &amp; Activation:</b>	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		\$ -	\$ -	\$ -	\$ -
<b>Training:</b>	End User Training	0		\$ -	\$ 1,600.00	\$ -	\$ -
	Train the Trainer	0		\$ -	\$ 1,600.00	\$ -	\$ -
	Regional / Remote Surcharge	0		\$ -	\$ 600.00	\$ -	\$ -
<b>Service Management:</b>	Proactive Plus	0		\$ 1.00	\$ -	\$ -	\$ -
<b>TOTAL:</b>						<b>\$ 3,718.00</b>	<b>\$ 15,040.00</b>

**Notes:**

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