

|   |                         |                         |     |
|---|-------------------------|-------------------------|-----|
| WAN Opt Server (Cisco Virtual Blade or Riverbed RSP) 24 x 7       | \$20 <sup>Note 3</sup>  | \$25 <sup>Note 3</sup>  | N/A |
| WAN Opt – Mobility device or virtual platform 24 x 7              | \$175                   | \$200                   | N/A |
| WAN Opt SMALL (device or module) – 24 x 7                         | \$100                   | \$120                   | N/A |
| WAN Opt MEDIUM – 24x7   | \$175                   | \$200                   | N/A |
| WAN Opt LARGE – 24x7  | \$365                   | \$400                   | N/A |
| WAN Optimisation device in Telstra data centre                    | \$POA <sup>Note 4</sup> | \$POA <sup>Note 4</sup> | N/A |
| WLAN controller appliance or module – EBH                         | \$100                   | \$160                   | N/A |
| WLAN controller appliance or module – 24x7                        | \$140                   | \$200                   | N/A |
| Autonomous WLAN Access Point – EBH                                | \$25                    | \$40                    | N/A |
| Autonomous WLAN Access Point – 24x7                               | \$40                    | \$50                    | N/A |
| Unified/mesh WLAN Access Point – EBH                              | \$15                    | \$20                    | N/A |
| Unified/mesh WLAN Access Point – 24x7                             | \$20                    | \$25                    | N/A |
| Authentication Appliance Access Control Server (ACS) – EBH        | \$150                   | \$200                   | N/A |
| Authentication Appliance Access Control Server (ACS) – 24x7       | \$200                   | \$300                   | N/A |
| WLAN Appliance Mobility Services Engine (MSE) – EBH               | \$150                   | \$200                   | N/A |
| WLAN Appliance Mobility Services Engine (MSE) – 24x7              | \$200                   | \$300                   | N/A |
| WLAN Appliance Prime Infrastructure (PI) – EBH <sup>Note 5</sup>  | \$150                   | \$200                   | N/A |
| WLAN Appliance Prime Infrastructure (PI) – 24x7 <sup>Note 5</sup> | \$200                   | \$300                   | N/A |
| Authentication Appliance Identity Services Engine (ISE) – EBH     | \$150                   | \$200                   | N/A |
| Authentication Appliance Identity Services Engine (ISE) – 24x7    | \$200                   | \$300                   | N/A |
| IP Telephony – EBH  | \$110                   | \$175                   | N/A |
| IP Telephony – 24x7   | \$145                   | \$235                   | N/A |
| Firewall Appliance or Add-on module                               | POA                     | POA                     | N/A |

Note 1: Each virtual context on the same ADC will incur 0.5 X management charge.

Note 2: Applicable for Switch Modules in Routers with 16 ports or more, (ie. Cisco EtherSwitch).

Note 3: These are additional feature charges over and above the standard management price.

Note 4: Additional charges apply for power consumption. This is charged monthly in addition to the management charges of the optimisers into the shared racks at the Telstra data centres.

Note 5: Name change from Wireless Control System to Prime Infrastructure

Key: EBH means Extended Business Hours

DC means Data Centre

| <b>BASIC MANAGED</b>        |                       |
|-----------------------------|-----------------------|
| <b>Equipment / Feature</b>  | <b>Monthly Charge</b> |
| Basic Managed Device – EBH  | \$35                  |
| Basic Managed Device – 24X7 | \$55                  |

**NON CISCO/JUNIPER DEVICES & SOFTWARE**

| <b>ONCE-OFF PURCHASE</b>   |  |                         |
|--|--|-------------------------|
| <b>Equipment / Feature</b>   |  |                         |
| Telstra Bundle for NAS Backup (QNAP device)  |  | \$POA <sup>Note 1</sup> |
| Note 1: The inclusion of a quotation for Network Attached Storage (NAS) backup (a QNAP device) with the order is compulsory when a customer's MDN solution includes any of the following devices: ACS, ISE, MSE, and PI. A NAS backup device will be required at each site where any of these devices is installed. The NAS backup is not charged to the customer. |  |                         |

**SITE SURVEY (WLAN & NEXT G™ SERVICE) CHARGES**

| <b>ONCE-OFF WLAN SITE SURVEY CHARGES</b>                                      |              |              |               |
|---|--------------|--------------|---------------|
| <b>Description</b>  | <b>Urban</b> | <b>Rural</b> | <b>Remote</b> |
| WLAN site survey – call-out fee, indoor business hours                        | \$500        | \$2,250      | \$POA         |
| WLAN site survey – call-out fee, indoor non-business hours                    | \$750        | \$3,375      | \$POA         |
| WLAN site survey – call-out fee, outdoor business hours                       | \$2,500      | \$6,000      | \$POA         |
| WLAN site survey – call-out fee, outdoor non-business hours                   | \$3,750      | \$9,000      | \$POA         |
| WLAN site survey – call-out fee, campus business hours                        | \$POA        | \$POA        | \$POA         |
| WLAN site survey – call-out fee, campus non-business hours                    | \$POA        | \$POA        | \$POA         |
| WLAN site survey – call-out fee, international                                | N/A          | N/A          | \$POA         |
| WLAN site survey – travel & accommodation fee                                 | \$POA        | \$POA        | \$POA         |
| WLAN site survey – survey costs (in addition to the other fees in this table) |              |              | \$POA         |
| WLAN site survey – on-site service charge, international                      | \$POA        | \$POA        | \$POA         |
| WLAN site survey – desktop survey   | \$POA        |              |               |
| WWAN call-out fee (needed to perform a site survey or antenna install)        | \$POA        | \$POA        | \$POA         |
| WWAN site survey  | \$POA        |              |               |
| WWAN Antenna installation   | \$POA        |              |               |
| WWAN Antenna equipment  | \$POA        |              |               |

In the above table, a "campus" refers to a physically contiguous association of locations such as several adjacent office buildings. Typically, such areas require one or more local area networks and bridging, routing, and aggregation equipment based on situational needs.

Where a WLAN Site Survey involves coverage for more than 8 Access Points per floor, an additional call out fee may apply.

**REPORTING SERVICES CHARGES****ONLINE ALARM VIEW (OLAV)**

| <b>OLAV CHARGES</b>            |                |
|--------------------------------|----------------|
| <b>Description</b>             | <b>Charges</b> |
| Establishment fee              | \$500          |
| Monthly fee per managed device | \$6            |

**WEB-BASED (EHEALTH) REPORTING**

| <b>WEB-BASED REPORTING MONTHLY CHARGE</b>                                    |                |
|--|----------------|
| <b>Description</b>   | <b>Charges</b> |
| Router basic online reporting (Web-based reporting) – SMALL, MEDIUM or LARGE | \$30           |

Note: If you have WAN Optimisation equipment from Juniper, you will be given access to the relevant reporting system as part of your management fee. If you have WAN Optimisation from Cisco, you will need to purchase a WAN Optimisation Central Manager appliance. Managed Wi-Fi customers can have reports from the Prime Infrastructure (PI) reporting system emailed to them as part of your management fee.

**RESPONSE PATH REPORTING**

| <b>RESPONSE PATH REPORTING MONTHLY CHARGE</b>         |                |
|---|----------------|
| <b>Description</b>                                    | <b>Charges</b> |
| MDN Managed Router or Switch – SMALL, MEDIUM or LARGE | \$10           |

Note: Response path report charges are for each path, per device.

**APPLICATION VISIBILITY AND USAGE (AVU) REPORTING** NOTE 1

| <b>APPLICATION VISIBILITY &amp; USAGE (AVU) REPORTING CHARGES – PER DEVICE</b> |                |
|--|----------------|
| <b>Description</b>   | <b>Charges</b> |
| MDN Managed Router AVU – setup fee, SMALL (once-off)                           | \$110          |
| MDN Managed Router AVU – setup fee, MEDIUM (once-off)                          | \$150          |
| MDN Managed Router AVU – setup fee, LARGE (once-off)                           | \$200          |
| MDN Managed Router AVU – monthly, SMALL  | \$33           |
| MDN Managed Router AVU – monthly, MEDIUM                                       | \$66           |
| MDN Managed Router AVU – monthly, LARGE  | \$130          |

Note 1: AVU no longer available for new sales, reference purposes only.

**ENHANCED NETWORK PERFORMANCE (ENP) REPORTING** NOTE 1

| <b>ENHANCED NETWORK PERFORMANCE (ENP) REPORTING CHARGES</b>          |                  |
|--|------------------|
| <b>Description</b>   | <b>Charges</b>   |
| MDN Managed Router AVU – setup fee for each IP SLA path per device   | \$110 (once-off) |
| MDN Managed Router AVU – monthly fee for each IP SLA path per device | \$12             |

Note 1: NP no longer available for new sales, reference purposes only.

**WRITTEN REPORTING**

| <b>WRITTEN REPORTING MONTHLY CHARGE</b>                                 |                |
|---|----------------|
| <b>Description</b>  | <b>Charges</b> |
| MDN Managed Router or Switch written reporting – SMALL, MEDIUM or LARGE | \$60           |
| MDN Ad-Hoc written reporting fee – SMALL, MEDIUM or LARGE               | \$POA          |

Note: Written reports require that the Web-based (eHealth) reporting service be purchased for each device.

#### WAN OPTIMISATION WRITTEN REPORTING

| WRITTEN REPORTING MONTHLY CHARGE                            |         |
|---|---------|
| Description   | Charges |
| MDN Optimisation written reporting – SMALL, MEDIUM or LARGE | \$60    |
| MDN Ad-Hoc written reporting fee – SMALL, MEDIUM or LARGE   | \$POA   |

Note: WAN Optimisation customers must have a Central Manager (CM) or Central Manager Console (CMC) on their network from which the reporting data can be collected.

#### MANAGED WI-FI – WRITTEN REPORTING

| PI-BASED REPORTING MONTHLY CHARGE |         |
|-----------------------------------|---------|
| Description                       | Charges |
| WLAN written reporting            | \$POA   |

Note: Written reporting requires basic on-line (PI-based) reporting to be provisioned.

#### MINOR NETWORK ALTERATIONS CHARGES

| MINOR NETWORK ALTERATIONS – EQUIPMENT CONFIGURATION FILE CHANGE CHARGES | SERVICE REQUEST SUBMITTED VIA FNC   | SERVICE REQUEST SUBMITTED VIA SERVICE DESK |
|---|---|--|
| Simple change - Up to 5 devices   | First request during 24 hour period no charge. Additional requests during 24 hour period = \$100.00 | \$100.00                                   |
| Simple change - 6-15 devices  | \$100.00  | \$200.00                                   |
| Simple change - 16-30 devices   | \$200.00  | \$300.00                                   |
| Simple change - 31-50 devices   | \$300.00  | \$400.00                                   |
| Simple change - 51+ devices   | POA   | POA  |
| Complex change - Up to 5 devices  | \$280.00  | \$380.00                                   |
| Complex change - 6-15 devices   | \$560.00  | \$660.00                                   |
| Complex change - 16-30 devices  | \$840.00  | \$940.00                                   |
| Complex change - 31-50 devices  | \$1,020.00  | \$1,120.00                                 |
| Complex change - 51+ devices  | POA   | POA  |
| After Hours Charge  | \$270   |  |
| TNCP software download request  | \$100.00 <sup>Note 1</sup>  |  |

Note 1: TNCP software download requests are excluded from the 'no charge' policy in the MDN OCT. That policy usually allows free simple equipment configurations for up to 5 devices in a 24 hour period. This means that each TNCP software download request immediately incurs a charge.

#### MAJOR NETWORK ALTERATIONS CHARGES

| MAJOR NETWORK ALTERATION | AUSTRALIAN SITES  | INTERNATIONAL SITES  |
|--------------------------|---|--|
| Addition of new sites    | Site installation and call out charge plus commissioning charge | Price on application for international services, plus commissioning charge |

|  |   |  |
|--|---|--|
| Indoor relocation (performed by our staff on-site)   | Site installation and call out charge                           | Price on application for international services                            |
| Replace (update) Equipment   | Site installation and call out charge plus commissioning charge | Price on application for international services plus commissioning charge  |
| External relocation (within the same city/ town)   | 1.5 x site installation and 1.5 x call out charge               | Price on application for international services                            |
| External relocation (to another city/ town)  | 2 x site installation and 2 x call out charge                   | Price on application for international services, plus commissioning charge |
| Software upgrades – during business hours charge for each 15 minutes                         | \$35 plus software price  | \$35 plus software price   |
| Software upgrades – outside business hours charge for each 15 minutes                        | \$70 plus software price  | \$70 plus software price   |
| Hardware upgrades urban – during business hours charge                                       | \$400 plus hardware price                                       | Price on application for international services plus hardware price        |
| Hardware upgrades rural – during business hours charge                                       | \$600 plus hardware price                                       | Price on application for international services plus hardware price        |
| Hardware upgrades remote – during business hours charge                                      | \$1,000 plus hardware price                                     | Price on application for international services plus hardware price        |
| Hardware upgrades urban – non-business hours charge  | \$600 plus hardware price                                       | Price on application for international services plus hardware price        |
| Hardware upgrades rural – non-business hours charge  | \$900 plus hardware price                                       | Price on application for international services plus hardware price        |
| Hardware upgrades remote – non-business hours charge   | \$1,500 plus hardware price                                     | Price on application for international services plus hardware price        |
| Alter equipment rental, service tier, service hours, maintenance support, reporting options. | Updated service charges applied                                 | Updated service charges applied  |
| Cancel MDN service   | Early termination charges may apply                             | Early termination charges may apply  |
| Service call charge (if site visit required) – after business hours                          | \$223   | Price on application for international services                            |
| Labour charge (per person, for each 15 minutes) – after business hours                       | \$41  | Price on application for international services                            |

**SITE AUDIT CHARGES**

| <b>SITE AUDIT CHARGES</b>                        |              |              |               |
|--|--------------|--------------|---------------|
| <b>Description</b>                               | <b>Urban</b> | <b>Rural</b> | <b>Remote</b> |
| MDN Site Audit Call-Out Fee – Business Hours     | \$240        | \$555        | \$1,000       |
| MDN Site Audit Call-Out Fee – Non-Business Hours | \$360        | \$835        | \$1,500       |
| MDN Site Audit Call-Out Fee – International      | \$POA        | \$POA        | \$POA         |
| MDN Site Audit Travel & Accommodation Fee        | \$POA        | \$POA        | \$POA         |

|  |      |      |      |
|--|------|------|------|
| MDN Site Audit – Service Fee – Business Hours, per 15 minute charge (1 hour minimum)     | \$35 | \$35 | \$35 |
| MDN Site Audit – Service Fee – Non-Business Hours, per 15 minute charge (1 hour minimum) | \$70 | \$70 | \$70 |

**APPLICATION PROFILING & BASELINING SERVICE CHARGES**

| <b>APPLICATION PROFILING &amp; BASELINING CHARGES</b> |                 |
|---|-----------------|
| <b>Description</b>                                    | <b>Once-off</b> |
| Head office site plus up to 3 remote sites            | \$4,300         |
| Head office site plus up to 6 remote sites            | \$7,200         |
| Head office site plus up to 9 remote sites            | \$10,000        |
| Head office site with more than 9 remote sites        | \$POA           |
| Specific trouble shooting requested by the customer   | \$POA           |

**MDN BUNDLES CHARGES**

| <b>MONTHLY MDN BUNDLES CHARGES</b>                        |               |                |                |
|---|---------------|----------------|----------------|
| <b>Description</b>  | <b>1 year</b> | <b>2 years</b> | <b>3 years</b> |
| <b>Cisco Routers – Reactive Management</b>                |               |                |                |
| MDN Reactive Mged Cisco Mini Router Bundle                | \$115         | \$70           | \$53           |
| <b>Cisco Routers – Clip Ons</b>                           |               |                |                |
| MDN Reactive Mged Cisco 3G B/U Clip On <sup>Note 1</sup>  | \$145         | \$80           | \$55           |
| <b>Juniper Routers – Clip Ons</b>                         |               |                |                |
| MDN Reactive Mged Juniper 3G B/U Clip On                  | \$125         | \$65           | \$50           |
| <b>Cisco Routers – Proactive Management</b>               |               |                |                |
| MDN Proactive Mged Cisco 881 Small Router Bundle          | \$195         | \$125          | \$100          |
| MDN Proactive Mged Cisco 887 Small Router Bundle          | \$195         | \$125          | \$100          |
| MDN Proactive Mged Cisco 1941 Medium Router Bundle        | \$405         | \$250          | \$200          |
| MDN Proactive Mged Cisco 2921 Large Router Bundle         | \$640         | \$405          | \$350          |
| MDN Proactive Mged Cisco 3945 Maxi Router Bundle          | \$1,590       | \$950          | \$730          |
| <b>Cisco Routers – Clip Ons – Proactive Management</b>    |               |                |                |
| MDN Proactive Mged Cisco 3G B/U Clip On <sup>Note 1</sup> | \$180         | \$110          | \$80           |
| MDN Cisco Router LAN Module Clip On                       | \$111         | \$67           | \$53           |
| MDN Cisco Router SFP + Interface Module Clip On           | \$256         | \$148          | \$112          |
| MDN Cisco Router SFP Clip On                              | \$125         | \$75           | \$60           |
| <b>Juniper Routers – Proactive Management</b>             |               |                |                |
| MDN Proactive Mged Juniper Mini Router Bundle             | \$220         | \$140          | \$115          |

|   |         |       |       |
|---|---------|-------|-------|
| MDN Proactive Mged Juniper SRX210 Small Router Bundle                                 | \$255   | \$165 | \$135 |
| MDN Proactive Mged Juniper SRX240 Medium Router Bundle                                | \$490   | \$300 | \$235 |
| MDN Proactive Mged Juniper J4350 Large Router Bundle                                  | \$865   | \$555 | \$530 |
| MDN Proactive Mged Juniper Maxi Router Bundle   | \$1,220 | \$780 | \$735 |
| <b>Juniper Routers – Clip Ons – Proactive Management</b>                              |         |       |       |
| MDN Proactive Mged Juniper 3G BU Clip On <sup>Note 2</sup>                            | \$145   | \$90  | \$70  |
| MDN Juniper Router LAN Module Clip On – Maxi  | \$248   | \$142 | \$106 |
| MDN Juniper Small/Medium Router SFP + Interface Module Clip On - Single Mode          | \$383   | \$216 | \$159 |
| MDN Juniper Small/Medium Router SFP + Interface Module Clip On - Multi or Copper Mode | \$124   | \$78  | \$62  |
| MDN Juniper Maxi Router SFP + Interface Module Clip On - Single Mode                  | \$529   | \$289 | \$207 |
| MDN Juniper Maxi Router SFP + Interface Module Clip On - Multi or Copper Mode         | \$269   | \$151 | \$110 |
| MDN Juniper Router SFP Clip On – Single Mode  | \$327   | \$182 | \$132 |
| MDN Juniper Router SFP Clip On – Multi or Copper Mode                                 | \$70    | \$45  | \$36  |
| <b>Cisco Switches – Proactive Management</b>  |         |       |       |
| MDN Proactive Mged Cisco 2960 Small Switch Bundle (24 port)                           | \$440   | \$270 | \$230 |
| MDN Proactive Mged Cisco 2960 Small Switch Bundle (48 port)                           | \$710   | \$410 | \$310 |
| MDN Proactive Mged Cisco 3560X Medium Switch Bundle (24 port)                         | \$550   | \$335 | \$285 |
| MDN Proactive Mged Cisco 3560X Medium Switch Bundle (48 port)                         | \$920   | \$535 | \$400 |
| MDN Proactive Mged Cisco Large Switch Bundle (24 port)                                | \$770   | \$470 | \$365 |
| MDN Proactive Mged Cisco Large Switch Bundle (48 port)                                | \$1,275 | \$740 | \$555 |
| <b>Cisco Switch Bundles Clip Ons – Proactive Management</b>                           |         |       |       |
| MDN Cisco Switch SFP + Uplink Module Clip On – Single, Multi or Copper                | \$142   | \$86  | \$66  |
| MDN Cisco Switch SFP Clip On – Single, Multi or Copper <sup>Note 3</sup>              | \$110   | \$67  | \$53  |
| <b>Juniper Switches – Proactive Management</b>  |         |       |       |
| MDN Proactive Mged Juniper EX 2200 Small Switch Bundle (24 port)                      | \$255   | \$175 | \$160 |
| MDN Proactive Mged Juniper EX 2200 Small Switch Bundle (48 port)                      | \$320   | \$210 | \$195 |
| MDN Proactive Mged Juniper EX 3200 Medium Switch Bundle (24 port)                     | \$350   | \$225 | \$200 |
| MDN Proactive Mged Juniper EX 3200 Medium Switch Bundle (48 port)                     | \$500   | \$310 | \$275 |
| MDN Proactive Mged Juniper EX 4200 Large Switch Bundle (48 port)                      | \$735   | \$450 | \$355 |
| <b>Juniper Switch Bundle Clip Ons – Proactive Management</b>                          |         |       |       |
| MDN Juniper Switch SFP + Uplink Module Clip On – Single Mode                          | \$475   | \$261 | \$187 |
| MDN Juniper Switch SFP + Uplink Module Clip On – Multi or Copper                      | \$99    | \$62  | \$49  |
| MDN Juniper Switch SFP Clip On – Single Mode  | \$449   | \$249 | \$179 |
| MDN Juniper Switch SFP Clip On – Multi or Copper                                      | \$75    | \$49  | \$40  |

**Written Reporting Clip On (Proactive Only)**

|                                      |             |             |             |
|--------------------------------------|-------------|-------------|-------------|
| <b>MDN Written Reporting clip on</b> | <b>\$40</b> | <b>\$38</b> | <b>\$35</b> |
|--------------------------------------|-------------|-------------|-------------|

Note 1: This Clip On is not compatible with the MDN Reactive Mged Cisco 881 or 887 Small Router Bundles or the MDN Proactive Mged Cisco 881 or 887 Small Router Bundles.

Note 2: This Clip On is only compatible with the MDN Proactive Mged Juniper SRX210 Small Router Bundle and MDN Reactive Mged Juniper SRX210 Small Router Bundle.

Note 3: This Clip-On is not compatible with the MDN Reactive Mged Cisco 881 & 887 Small Router Bundles or the MDN Proactive Mged Cisco 887 Small Router Bundles. This

Clip-On is compatible with MDN Proactive Mged Cisco 881 ordered after 20 January 2013.

**WIRELESS (NEXT G™ SERVICE) WAN DATA BACKUP PLANS CHARGES**

| <b>MONTHLY PRICE (GST EXCL)</b> | <b>REQUIRED CUSTOMER SELECT ASSURANCE LEVEL</b> | <b>PERMITTED PRIMARY ACCESS SERVICE</b>  |
|---------------------------------|---|--|
| \$21.82                         | Express 2 plus                                  | ATM, Frame Relay, ISDN 30, Ethernet MAN, IP MAN, GWIP (subject to feasibility)   |
| \$35.45                         | Express 4 plus                                  | ATM, Frame Relay, ISDN 30, Ethernet MAN, IP MAN, GWIP, Business IP (Frame Relay) (subject to feasibility)  |
| \$40.00                         | Express 6 plus                                  | ATM, Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay, Ethernet Lite), (subject to feasibility)                |
| \$45.45                         | Express 8 plus                                  | Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay, Ethernet Lite, ADSL), Business DSL, (subject to feasibility) |
| \$58.18                         | Business Plus                                   | Business IP, Business DSL, BIP ADSL (subject to feasibility)   |
|                                 | Standard  | ATM, Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP Frame   |
|                                 | Express 4                                       | Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP (subject to feasibility)  |
| \$62.73                         | Express 6                                       | Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP (subject to feasibility)  |
| \$71.82                         | Express 8                                       | Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay), Business IP Ethernet Lite (subject to feasibility)          |
| \$76.36                         | Business  | Business IP ADSL (subject to feasibility)  |
|                                 | Standard  | Business IP Ethernet Lite  |
| \$90.00                         | End of Next Business Day (Standard)             | Business IP ADSL (subject to feasibility)  |

In relation to the references to certain "areas" in this Attachment 1, we can confirm whether you're in a remote, rural or urban area on request and from time to time.

## SCHEDULE 7 - MANAGED BILLING AND REPORTING SYSTEM (MBRS)

**SERVICE START DATE:** The date the last party signs the Agreement to the Agreement.

**SERVICE SCHEDULE TERM:** 3 years.

### SERVICE DETAILS

|  |            |
|--|------------|
| Maximum Number of Users:                                 | 20 Users   |
| Our account to which the Service charges will be billed: | 1942990800 |

### SERVICE TERMS

#### 1 SERVICE DESCRIPTION

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- 1.1 The Managed Bill Reporting System (**MBRS**) Service is an online telecommunications bill reporting tool that provides information on your usage of our telecommunications services. It is comprised of the following components:
  - (a) Dashboard;
  - (b) Inventory Management;
  - (c) Bill Reporting;
  - (d) Report Builder;
  - (e) User Management; and
  - (f) Document Management.
- 1.2 We reserve the right to update and enhance the existing components and may add new components from time to time.

#### DASHBOARD

- 1.3 The Dashboard is the default home page of the MBRS suite which:
  - (a) displays a printable, overview of your telecommunications expenses in graph format by billing period based on the Bill Data; and
  - (b) provides a link to navigate directly to your report favourites.

#### INVENTORY MANAGEMENT

- 1.4 Inventory Management (**IM**) is an online inventory management tool which:
  - (a) contains a list of all services under your Nominated Accounts;
  - (b) provides Users with the ability to edit fields such as the inventory list (which details any changes to data held in IM), service description and installation date, in accordance with system permissions; and

**SCHEDULE**

- (c) enables Users to apportion services across several business units / cost centres.

**BILL REPORTING**

1.5 Bill Reporting (BR) is an online bill reporting and analysis tool which allows Users to:

- (a) generate and view a variety of standard reports from the Bill Data; and
- (b) download Bill Data in CSV, Excel or PDF format.

1.6 Customised and additional bill reports are also available for an additional charge.

**REPORT BUILDER**

1.7 Report Builder (RB) is an online tool which allows Users to:

- (a) generate and view a variety of standard reports from the Bill Data in BR and Service Inventory in IM;
- (b) download Bill Data in CSV format;
- (c) create customised reports based on bill, cost centre, product, chargeable item and account which can be saved to an individual User or made available for all Users; and
- (d) add any standard or customised report to their favourites list and receive automatic email notification or report updates when new Bill Data is available.

1.8 Customised and additional bill reports are also available for an additional charge.

**USER MANAGEMENT**

1.9 User Management (UM) enables organisations to administer MBRS Users access. It allows:

- (a) individual Users the ability to view their level of MBRS access;
- (b) nominated Users to manage individual User access to components of MBRS as well as level of access to bill data and inventory; and
- (c) nominated users to export a list of Users in CSV, SLK and PDF file formats.

**DOCUMENT MANAGEMENT**

1.10 The Document Management (DM) component provides:

- (a) a knowledge repository for up to 30 documents. Additional documents can also be stored for an additional charge;
- (b) hosting for additional links to other websites as agreed between the parties; and
- (c) hosting for management reports which we may agree to generate at your request.

**TRAINING**

1.11 We will provide:

- (a) one welcome and training session following implementation of the Service to be conducted on-site or online (as determined by us based on the location of your site); and
- (b) online help via a self-serve web portal which may be accessed by all Users.