

# Att1 to Schedule 15 – Statement of Work for Integrated Expense Management Service

## 1 SOW DETAILS

<b>Customer:</b>	Data Action Pty Ltd
<b>Brief Project Description</b>	Provision of bill reporting and analysis of telecom expenses as set out in this SOW.
<b>SOW Number</b>	1
<b>SOW Commencement Date</b>	From when the last party signs the Variation Agreement 19
<b>SOW End Date</b>	24 months after SOW commencement date (With an option to renew for further terms)
<b>Notice period for termination (clause 11.4)</b>	30 calendar days
<b>Customer reference number (if applicable)</b>	n/a
<b>Address for Invoices</b>	Fees to be charged to the Customer's Flexcab Account
<b>Your Primary Contact</b>	Brett Miller CIO Level 3, 55 Currie Street Adelaide SA 5000, <a href="mailto:bmiller@da.com.au">bmiller@da.com.au</a> 0429124210
<b>Your Authorised Representative</b>	Jarrold Sawyer A/CEO Level 3, 55 Currie Street Adelaide SA 5000, <a href="mailto:jsawyer@da.com.au">jsawyer@da.com.au</a> 08 8201 1000
<b>Our Authorised Representative</b>	Mark Cappelluti Client Partner Telstra Enterprise P + 61 8 8433 4224 M + 61 437 818 578 A Level 1, 30 Pirie Street Adelaide SA 5000 E <a href="mailto:mark.cappelluti@team.telstra.com">mark.cappelluti@team.telstra.com</a>
<b>Project Key Personnel</b>	Andrew Flaherty (Billview) 0411 575 515

## 2 PRICING

The Fees are defined in the table below and are payable on the SOW Commencement Date.

Extra costs incurred by us in delivering the services to you ("**Additional Fees**"), may occur from time to time during the term of this Schedule. Telstra may invoice you monthly in arrears for any Additional Fees.

For the avoidance of doubt, we will not be charging or invoicing you any Additional Fees that have not been agreed with you upfront in writing. We agree it is our responsibility to promptly notify you in advance in the event that Additional Fees will incur.

The Fees are as follows:

<b>Phase 1 – Onboarding</b> <i>All prices quoted in \$AUD (exclusive of GST)</i>	<b>Phase 2 – Services</b> <i>All prices quoted in \$AUD (exclusive of GST)</i>
<p>\$23,016 once off lump sum Fee payable on SOW Commencement Date</p> <p><b><u>To cover:</u></b></p> <ul style="list-style-type: none"> <li>- Bill reporting on current Telstra accounts and services as at the execution of Variation Agreement 19.</li> </ul>	

*All prices quoted in \$AUD exclusive of GST*

- **Early Termination Charge:**

The ETC payable is calculated using the formula below:

ETC payable (GST exclusive) = A x (B / C)

Where:

A = Fee payable

B = Number of months (or part thereof) remaining until the SOW End Date

C = Number of months (or part thereof) between the SOW Commencement Date and SOW End Date

### 3 SERVICE DESCRIPTION

- **Phase 1 – Onboarding**

<b>On-Boarding Service</b>	<b>Deliverables</b>
	We will identify your workflow/processes
	We will advise on best practice
	We will gather your Cost Centre hierarchy
	We will collate latest billing data for Eligible Services
	<p>We will conduct focus groups with your business technical leads that are expected to use the BillView reporting tool and portal. This is to be conducted over WebEx in other locations, once the BillView reporting and portal tool is setup and ready, to:</p> <ul style="list-style-type: none"> <li>• demonstrate the features and capabilities of the BillView software; and</li> <li>• Discuss the reporting requirements and aligning them to existing BillView Software functionality.</li> </ul>
<b>Timeline for On-Boarding Services</b>	The onboarding or set-up can take up to a maximum of six (6) weeks and is dependent on the provision of your cost centre hierarchy and the electronic data feeds of your billing information from your service providers.

	Monthly Services follow immediately once set-up is completed.
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• **Phase 2 – Monthly Services**

<b>Scope of Agreement</b>	<b>We will provide</b>
<p>We will deliver a convergent telecommunications bill reporting system (BillView) for voice, data and mobiles services for the telecommunication carriers used by you. This service provides a total telecommunications expenditure management system encompassing Inventory Management, User Management and Reporting via web portal access.</p> <p>Carriers and services covered by this bill reporting and analytics SOW are:</p> <ul style="list-style-type: none"> <li>• Telstra</li> </ul>	<ol style="list-style-type: none"> <li>1. Online Reporting – the billing feeds from multiple accounts and/or Service Providers will be consolidated and presented in a user friendly and interactive online tool;</li> <li>2. Inventory Management – web based Inventory Management system that can be accessed by nominated staff within the organisation;</li> <li>3. User Management – the ability to configure user access rights and privileges to specific functions, cost centres or services;</li> <li>4. Email out of Reports directly to Cost Centre managers and end Users;</li> <li>5. Summary and Exception Reporting on telecommunication assets and usage linked into the inventory management organisational hierarchy and content.</li> <li>6. End-user training (i.e. WebEx) will be provided as required.</li> </ol>

#### 4 DELIVERABLES

<b>Timeline for Monthly Processes</b>	<p>The normal timeline for the bill reporting process is as follows:</p> <p>The various accounts will have specific bill pull dates where the charges applicable for that month's account are ruled off.</p> <p>When all the electronic billing data has been received by our partner, Fastlane, the data is loaded and processed. The timeframe to produce the preliminary reports is two business days. After the initial report run, you will be informed that the latest month of reports are available for review. The timeframe for you to allocate any new services and make any allocation changes is a variable timeframe that is dependent entirely upon you.</p> <p>Once the allocation of services is finalised, the reports can be produced which will take a further one to two business days. If</p>
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	the distribution of reports via email is requested, this will occur 1 to 2 business days after the reports have been finalised.
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## 5 OBLIGATIONS

As described in Schedule 15 and this Statement of Work

## 6 SLAS

### 6.1 Service Level Agreements

Service Level Category	Service Level	Attainment Level
Electronic file and paper bill processing	Electronic and paper bill invoices: process, validate, display, and make available for reporting	100% within 6 Business Days from receipt by us.

## 7 TERM

The term of this SOW shall begin on the SOW Commencement Date and shall end 24 months thereafter ("Initial Term"). This SOW can be renewed or extended ("Renewal Term") provided written notice of intent is given at least 30 days prior to the end date of the current term. Both parties then discuss and agree on pricing changes (if any) and execute an Amendment to the current agreement.

## 8 ONBOARDING/SET-UP COMPLETION SIGN-OFF

At the end of the onboarding/set-up phase, both parties will sign below prior to the commencement of the monthly Services:

PARTY		DATE
<b>Your Authorised Representative</b>	Signature:  Printed Name:	
<b>Our Authorised Representative</b>	Signature:  Printed Name:	