

Effective 1/6/21

| CONTRACT SLAs | | BUSINESS HOURS | | AFTER HOURS | |
|------------------------|--|-------------------|-----------------|---------------|----------------|
| | | CONTRACTED | NON CONTRACTED | CONTRACTED | NON CONTRACTED |
| RESPONSE TARGET | | | | | |
| Major | | 4 Hours | Best effort | Best effort | Best effort |
| Minor | | 16 Business Hours | Best effort | Best effort | Best effort |
| Business hours | | 8am - 5pm | 8am - 5pm | 5pm - 8am | 5pm - 8am |
| COVERAGE | | | | | |
| Days | | Monday - Friday | Monday - Friday | 7 Days a week | 7 Days a week |
| Public holidays | | Excluded | Excluded | | |
| SERVICES | | | | | |
| Replacement parts | | Included | Chargeable | Included | Chargeable |
| Service labour | | Included | Chargeable | Chargeable | Chargeable |

| MAINTENANCE CHARGES | | | | BUSINESS HOURS | | AFTER HOURS | |
|------------------------|---------|---|---|--|----------------|---------------------------------------|---|
| | | | | CONTRACTED | NON CONTRACTED | CONTRACTED | NON CONTRACTED |
| Callout: Site visit | On Site | Zone 1 | Locations within Whiterock to Holloways/Caravonica (Inc Smithfield CBD and Mt Sheridan Plaza) | Included (Travel excluded for "remote" maintenance agreement) | \$126.00 | (Includes 1 hour on site) \$360.00 | (Includes 1 hour on site) \$612.00 |
| | | Zone 2 | Palm Cove, Gordonvale (up to 25 km) | | \$192.00 | (Includes 1 hour on site) \$440.00 | (Includes 1 hour on site) \$741.00 |
| | | Zone 3 | Innisfail, Mossman & PD, Atherton, Mareeba (up to 90 km) | | \$354.00 | (Includes 1 hour on site) \$660.00 | (Includes 1 hour on site) \$1,116.00 |
| | | Travel beyond Zone 3 is charged at our standard After Hours labour rates per 15 min | | | \$30.00 | \$40.00 | \$60.00 |
| | Remote | Remote diagnostics / Telephone assistance / Inhouse repair | | Included | \$85.00 | (Includes 1 hour) \$300.00 | (Includes 1 hour) \$450.00 |
| Labour per 15 min | | | | Included | \$40.00 | \$60.00 | \$105.00 |

| INSTALLATION / MOVES & CHANGES CHARGES | | | | BUSINESS HOURS | | AFTER HOURS | |
|--|---------|---|---|----------------|----------------|--------------------|----------------|
| | | | | CONTRACTED | NON CONTRACTED | Scheduled Overtime | |
| | | | | CONTRACTED | NON CONTRACTED | CONTRACTED | NON CONTRACTED |
| Callout: Site visit | On Site | Zone 1 | Locations within Whiterock to Holloways/Caravonica (Inc Smithfield CBD and Mt Sheridan Plaza) | \$60.00 | \$80.00 | \$90.00 | \$120.00 |
| | | Zone 2 | Palm Cove, Gordonvale (up to 25 km) | \$100.00 | \$130.00 | \$150.00 | \$195.00 |
| | | Zone 3 | Innisfail, Mossman & PD, Atherton, Mareeba (up to 90 km) | \$210.00 | \$272.00 | \$315.00 | \$408.00 |
| | | Travel beyond Zone 3 is charged at our standard labour rates per 15 min | | \$30.00 | \$40.00 | \$45.00 | \$60.00 |
| | Remote | Remote programming | | \$30.00 | \$40.00 | \$45.00 | \$60.00 |
| Labour per 15 min | | | | \$30.00 | \$40.00 | \$45.00 | \$60.00 |
| Carrier Administration Labour per 15 min Minimum charge \$60.00 | | | | \$30.00 | \$40.00 | \$45.00 | \$60.00 |

*Maintenance Services that are not covered in the maintenance agreement are charged at "Installation / Moves & Changes" rates

All Prices quoted are GST inclusive and are subject to change without notice