

Considerations and Assumptions

CONSIDERATIONS:

- Additional technical assistance will be charged at \$275 per hour ex GST for business hours and \$412.50 per hour ex GST for after hours. Travel to site will be charged at actual
- Pentana Solutions will not be responsible for any network performance issues related to 3rd party services
- The Pentana Solutions Network Operation Centre provides support between the hours of 7am-7pm Monday to Friday and best effort via mobile phone contact on Saturdays 9am to 5pm
- Unless specified otherwise, all telecommunication services are supplied on a thirty six (36) month contract. You agree that payment will be made to Pentana Solutions for all fees incurred by Pentana Solutions due to submitting a request for the early termination/cancellation of services prior to the end of the twenty-four (36) month contract. The contract period begins from the date that the service is installed at the customer's premises.
- All telecommunications services will automatically roll into a new term contract equal to the initial term unless formal communication is provided 90 days prior to the end of contract to Pentana Solutions advising that the services are no longer required.
- All hosting services (cloud) are supplied on a sixty (60) month contract.
- Billing for communications services commences when the communications carrier has completed their installation. It is expected that billing will commence before the installation is completed and completion times can vary from 1-6 weeks depending on the complexity of the install.
- The costs and timeline of projects are dependent upon the completeness, accuracy, currency and availability of the necessary data, and the availability of key customer staff for interviews. Pentana Solutions is not responsible for project delays caused by incomplete, inaccurate, untimely or unavailable information.
- ADSL services take approximately 30 working days to provision (other technologies considerably longer) and this process can only be initiated once a signed contract or signed proposal acceptance is provided.
- If no internal wiring exists at time of carriers installation then the telecommunications service will be terminated at the MDF (Main Distribution Frame). Further wiring to the end user point (comms room etc) will be quoted and charged accordingly.
- Upon acceptance of a proposal Pentana Solutions will schedule the next available engineer. The general lead time to undertake a Networks project is 6 – 8 weeks.
- All quoted prices are AUD ex GST unless otherwise stated.
- Pentana Solutions reduce the cost of air travel via the strict enforcement of an 'open skies, best fare of the day' travel policy. Our company travel culture is to book the least expensive airfare possible with the most competitive airline that services a required destination. Pentana Solutions actively pursue and monitor this best practice travel buying behaviour in order to minimise travel related expenses wherever possible.

ASSUMPTIONS:

- Pricing is dependent on the customer purchasing all hardware, software and labour directly from Pentana Solutions. Any variation to this will require solutions to be re-costed.
- All work is to be completed within business hours (unless otherwise quoted) and in a single block of contiguous hours/days. Any work required outside of business hours (Mon – Fri, 8:30 – 17:30) will be raised as a variation and scoped accordingly.
- Pentana Solutions is granted appropriate levels of access (both physical and logical) in a timely manner and as required.
- Pentana Solutions is granted network and systems access where appropriate.
- Sufficient power and outlets are available for all proposed technology.
- Capacity exists within your existing telecommunications infrastructure to terminate new services. Where an upgrade is required a quote will be provided to the customer, all work will cease pending the approval for the additional lines/equipment to be installed.
- Anything not listed specifically In Scope is considered Out of Scope and will be charged accordingly.
- All existing PC's meet the following minimum specifications. If required, Pentana Solutions can conduct an analysis of your existing hardware and provide a report on the current status of your connected hardware. This is a billable service.

Microsoft Windows Vista Pro	Microsoft Windows 7 Pro
Intel Dual Core	Intel Dual Core
4GB Memory	4GB Memory
20GB of Available Disk Space	20GB of Available Disk Space
Gigabit Ethernet NIC	Gigabit Ethernet NIC
Service Pack 2	Current Critical Updates*
+ Current Critical Updates*	

*As published by Microsoft Corporation on the Windows Update website

Exclusions

- Pentana Solutions is reliant upon the accuracy of the information provided to it by the dealership and cannot be held responsible for errors, omissions and inaccuracies that may affect the ability of Pentana Solutions to make informed assessments and recommendations about the equipment and services provided.
- Only the work described in “Technical Scope of Work to be undertaken” will be completed by the installation engineer. Any work required outside of this scope will be charged to the Dealership at our normal commercial rates. It is the responsibility of the Dealership to ensure that the scope of works is an accurate and complete description of the work that is needed. Please discuss this with your Pentana Solutions consultant should any additions be required.
- All efforts have been made by Pentana Solutions to ensure that all equipment and services included in our proposals are available.
- The installation of equipment may result in a number of devices becoming redundant. These will be decommissioned upon installation. Any maintenance currently paid on existing equipment will continue, unless Pentana Solutions are advised otherwise in writing. The exception being if the proposal specifically mentions maintenance removals occurring as part of this process.
- Cabling (horizontal and vertical) is not included. Patch cables are not included. No data or electrical cabling is provided unless specified. It is assumed that all cabling must be CAT 5e standard and all network connection points need to conform to minimum of CAT 5e industry standards for network connections. Pentana Solutions can quote on network cabling where required, subject to a site inspection being performed.
- Pentana Solutions equipment configurations and passwords are protected from disclosure to outside parties. The build configurations and passwords on servers, routers and other equipment (switches, access points etc...) are the intellectual property of Pentana Solutions. It is in the best interests of the customer to have the configurations and passwords managed by Pentana Solutions on your behalf.
- For all proposals that involve antivirus solutions, the labour will include the antivirus installation on all nominated PC's and servers as defined. Any viruses detected during the installation process will incur additional charges for removal that will be quoted as required.

Standard Terms and Conditions of Supply

General

1. Please note that all items quoted exclude GST. GST applies to all items, including all monthly charges.
2. The details of any proposal are provided in commercial confidence and are not to be passed on, disseminated or disclosed.
3. Our proposals are presented in line with the standard terms and conditions outlined in the Pentana Solutions contract. Any deviation from the standard terms and conditions will require Executive approval from Pentana Solutions and may require re-pricing.
4. Upon signing any agreement it is also agreed that any and all future transactions between Pentana Solutions and the “customer” are to be bound by the “standard terms and conditions of supply” contained within this document.

Payment Terms

1. Payment terms are as follows:-
 - a. 10% deposit of solution as outlined in the investment details section on ordering of the solution proposed.
 - b. All Hardware and 3rd Party Software balance due prior to shipping from Pentana Solutions.
 - c. Balance due two weeks prior to ‘go-live’
2. All pricing in Aus\$ exclusive of GST unless otherwise stated.
3. Monthly Investments to be directly debited from your nominated account and deposited into Pentana Solutions nominated account immediately upon installation.

All freight will be at actual to the customer.

All travel and accommodation will be at actual to the customer.