

WI-FI SERVICES SURVEY SERVICE DESCRIPTION

This Wi-Fi Services Service Description ("Wi-Fi Services Service Description") contains the terms governing the provision of Services by Interactive Pty Ltd ABN: 17 088 952 023 of 461 Williamstown Road, Port Melbourne VIC 3207 ("Interactive") to the Customer named in the Systems Statement of Work (the "Statement of Work").

This Wi-Fi Services Service Description forms part of the Agreement, also containing the Master Services Agreement.

1 Wi-Fi Survey

- 1.1 Interactive will perform a Survey at the Survey Location on the Survey Date (or such other date as may be agreed between the parties). The Survey will be one of the following Survey Types, as specified in the Statement of Work.
- (a) **Predictive Wi-Fi Survey** means a virtual analysis of the building at the Survey Location, performed remotely with minimal consideration of external interference.
 - (b) **Passive Wi-Fi Survey** means an onsite passive wireless survey performed at the Survey Location by an onsite survey engineer to collect real-time heat-map data of the Customer's current wireless environment. It measures wireless network performance and radio frequency (RF) coverage of active access points.
- 1.2 Interactive warrants the Services will be performed with due care and skill and in a professional and workmanlike manner.

2 Survey Report

- 2.1 After Interactive performs the Survey, Interactive will provide the Customer with a written report containing some or all of the following information (that report is the "Survey Report") only:
- (a) If Interactive performs a Predictive Wi-Fi Survey:
 - (i) Coverage heat maps showing Wi-Fi signal strength and SNR with supporting analysis.
 - (ii) Configuration recommendations for Wi-Fi transmit power and channel selection.
 - (iii) Data rates and other heat-maps (as required).
 - (iv) Quantity and model of wireless access points and antennas.
 - (v) Wireless access point and antenna locations.
 - (vi) Full breakdown of Wi-Fi equipment.
 - (b) If Interactive performs a Passive Wi-Fi Survey:
 - (i) Coverage heat map analysis of Wi-Fi signal strength and SNR using specialised tools.
 - (ii) Noise and channel interference.
 - (iii) Data rates and other heat-maps (as required).
 - (iv) Wireless access point locations.
 - (v) Measured access points.
 - (vi) Measured rogue or unknown access points.
 - (vii) Recommendations for performance and reliability improvements.

3 Customer Responsibilities

- 3.1 The Customer must provide the following items or information to Interactive on or before the Survey Date:
- (a) complete and accurate information and directions to Interactive to enable Interactive to perform the Services;
 - (b) current floor plan of the Survey Location, with scales [CAD, PDF or image file (jpeg, png)] and wall type (If known);
 - (c) type of Survey Location example, (office, warehouse, hotel);
 - (d) type of applications expected to run on the Customer's Wi-Fi network;
 - (e) type of device expected to be connected on the Customer's Wi-Fi network; and
 - (f) number of users expected to use the Customer's Wi-Fi network, and any guest access requirements.
- 3.2 The Customer must:
- (a) ensure that Personnel have full and safe access to all areas as required to perform the Survey; and
 - (b) comply with all applicable occupational health and safety laws.
- 3.3 The Customer warrants that it is safe to perform the Survey and that the building where the Survey will be performed:
- (a) is not affected by heritage listing; and
 - (b) does not have any hazardous materials.

4 Pricing

- 4.1 Interactive shall issue invoices for the Service Fee on delivery of the Survey Report.

5 General

- 5.1 Interactive may perform some or all of the Services with the use of a subcontractor.
- 5.2 All work will be carried out during Business Hours.
- 5.3 Interactive may (acting reasonably) vary this Service Description at any time provided that Interactive notifies the Customer of any proposed material variation in writing no less than 30 days in advance of any such variation and posts an updated version at www.interactive.com.au/terms-and-conditions or such other URL as may be used by Interactive and stated in the notice. The variation to the Service Description will apply from the version date stated on that document, and by continuing to use the Services after that date, the Customer agrees to the varied Service Description.
- 5.4 If a variation is proposed in accordance with the preceding clause that materially and adversely impacts the rights or obligations of the Customer under the Service Description (including through the imposition of, any fee or charge payable by the Customer beyond anything detailed in the Statement of Work, Master Service Agreement, the Service Terms, or a Service Description but excluding changes required by law or regulatory bodies or third party providers), the Customer may elect to remain on the then current version of the Service Description (if possible) by giving fourteen (14) days written notice to Interactive. This notice must be given by the Customer to Interactive within thirty (30) days of Interactive notifying the Customer of the proposed variation. Where this election is made by the Customer the parties will sign an executable copy of the last Service Description.

6 Definitions

Personnel means Interactive's employees or contractors who perform the Services.

Services means performance of the Survey and provision of the report.

SNR means Signal to Noise Ratio.

Survey Location means the location of the Customer offices set out in the Statement of Work.

Survey Report means a report as specified in item 2.

Survey Type means either a Predictive Wi-Fi Survey, Passive Wi-Fi Survey, as specified in the Statement of Work.