

SCHEDULE K: SERVICE DEFINITION: COLLABORATION SPACE SERVICE

1. Collaboration Space Service Description

The Collaboration Space Service provides audio and visual capability in meeting spaces through software and hardware, enabling collaborative experiences within internal and external communications. The Collaboration Spaces Service will consist of one or more of the following meeting spaces:

Meeting Space	Description (Info)
Huddle Space	A meeting space that accommodates meetings for 2 – 4 participants
Small Meeting Room	A meeting space that accommodates meetings for between 4 - 6 participants
Medium Meeting Room	A meeting space that accommodates meetings for between 6 - 10 participants
Large Meeting Room	A meeting space that accommodates meetings for between 10 - 20 participants
Town Hall	“Town Hall” meeting space which is used for larger events or companywide meetings

A meeting space will consist of one or more of the following hardware components which will be sold by Exponential-e and purchased by the Customer to enable the configuration required for the service (the “Purchased Components”).

Purchased Components	Description
Cameras	A webcam or video conferencing camera that can be a static, single-eye, AI-powered, dual-camera system or multi-camera solution
Audio System	Microphone array audio input device for Meeting Rooms or Camera Systems
Video Meeting Bar	All-in-One Video Collaboration Bar with Camera, Audio, and optional touch panel
Touch Panel	Room Panel is a multi-function room scheduling device with touch screen, microphone, and speakerphones array
Collaborative Board	Collaboration by combining everything in the room, from the computing unit to a wide 65-inch touchscreen collaboration display, camera, microphones arrays, speakers
Intelligent Speakers	providing AI features including voice recognition, transcription, translation, and more intelligent experience for Meeting Rooms
All-in-one	Desktop Collaboration video experience

The following chargeable Professional Services units are available:

Collaboration Spaces Professional Services	Description (Info)
Consultation	Consultation, Site Surveys, High Level Design, Scope of Works
Project Management	Project Management, Customer Kick Off or Low-Level Design Workshops
Implementation	Architect / Design, Engineering Build or Quality Assurance and Testing
Adoption	Admin and User Training, Documentation

The following table defines what is included with each Professional Services unit:

Professional Services	Breakdown	Items Provided
Consultation	Consultation	Consultation to work with the Customer to define business outcomes. The output is an updated scope of works. The amount of Days will be specified on the Order Form.
Project Management	Project Management	Project Management to support project delivery and setup. The amount of Days will be specified on the Order Form.
	Customer Kick Off	Project Management to provide the Customer kick off meeting. The amount of Days will be specified on the Order Form.
	Design Workshops	Design workshop to finalise the detailed solution design to be performed on site or remotely. The output is a low-level design. The amount of Days will be specified on the Order Form.

Professional Services	Breakdown	Items Provided
Implementation	Architect/Design	Professional services from a design architect to be performed remotely. The output is the sign-off of the implementation design. The amount of Days will be specified on the Order Form.
	Pre-Build Engineer	Engineering to perform the service build to be performed on site or remotely. The amount of Days will be specified on the Order Form.
	Quality Assurance and Testing	Professional services to complete the solution testing and make any required amendments before go-live. To be performed on site or remotely. The amount of Days will be specified on the Order Form.
Adoption	Admin Training	Admin training to be delivered on site or remotely. The amount of Days will be specified on the Order Form.
	Agent Training	Agent training to be delivered on site or remotely. The amount of Days will be specified on the Order Form.
	Go Live/Floor walk	Go-live support to be delivered remotely or on-site with a floor walk. The amount of Days will be specified on the Order Form.

Management, Maintenance and Advanced Warranty

Management

Exponential-e management comprises of:

- Remote support from the Exponential-e Service Desk
- Remote hardware availability monitoring of the Service

Exponential-e will perform remote troubleshooting within Normal Business Hours (currently 9am to 5.30pm). The Customer shall undertake reasonable on-site troubleshooting activities as requested by Exponential-e. If a fault is identified as being with the Purchased Component which does not form part of this Service e.g. Network, computer or structured cabling then it will be the Customer’s responsibility to resolve the issue, unless the Customer has a valid support contract in place for that equipment with Exponential-e.

Maintenance and Advanced Warranty

Exponential-e will provide maintenance and advanced warranty for the Purchased Components for the Initial Term after which it will automatically cease unless renewed.

The maintenance and advanced warranty comprises:

- a. Two (2) on-site preventative maintenance checks per year at a time agreed between the Parties. Exponential-e will provide a report on the condition of the Purchased Components following such checks;
- b. Telephone support during Normal Business Hours;
- c. On-site attendance by an engineer next Working Day should there be no resolution via telephone support. The engineer will repair or order replacement of the faulty Purchased Components;
- d. Configuration of replacement Purchased Components; and
- e. Retention of records of activities relating to Purchased Components.
- f. additional vendor support and installation services for the collaboration service including advance hardware replacement service(full details can be provided upon request).

Exponential-e’s provision of the above maintenance and advanced warranty is conditional on the Customer complying with the following obligations upon request:

- a. The Customer gathering further diagnostic information such as firmware version or serial numbers;
- b. The Customer installing remote control software so that Exponential-e can access the Purchased Components;
- c. The Customer performing any reasonable actions in order to assist Exponential-e in finding and fixing the fault; and
- d. The Customer returning the faulty Purchased Components to Exponential-e or its third-party suppliers.



3. Target Service Commencement Date

Collaboration Space Service 30 Working Days*

** From order acceptance*

The Target Service Commencement Date is subject to Purchased Component vendor lead times.

4. Collaboration Space Service Level Agreement

No Service Levels apply in respect of this Service.