

The HiVE - Fees and Pricing Policy

Version 1.0 - Effective from August 2017

This Fees and Pricing Policy (the “**Policy**”) describes how Harvest Digital Planning Pty Ltd (ABN 53 102 443 916) (“**we**”, “**us**” or “**our**”) collects fees and other charges in respect of the services (“**Services**”) that we provide in connection with access to and use of our The HiVE Digital Engagement System (including any apps, databases, platforms, networks, websites and APIs). This Policy is incorporated by reference into The HiVE - Terms of Service (“**Terms**”).

1. Definitions

In this Policy, unless the contrary intention appears:

“**Business Hours**” means the hours between 9:00am and 5:00pm on a Business Day.

“**Customer Agreement**” means the customer agreement entered into between you and us that applies to the supply to you of our technology related services and products.

“**Order Form**” means an order form entered into between you and us for the supply of any Services.

“**Subscription Fee**” means the subscription fee and any other fees or charges specified in your Order Form which are payable by you to Harvest for the supply of any Services.

2. Fees and charges

2.1 Subscription Fee

You agree to pay a monthly Subscription Fee to access and use our Services as specified in your Order Form.

2.2 Usage fees

In addition to your Subscription Fee, you agree to pay additional usage fees if your usage of the Services exceeds any quotas or limitations specified in your Order Form.

The additional usage fees payable by you for any usage of the Services in excess of any quotas or limitations specified in your Order Form are provided in the table below:

Usage Description	Charge (ex GST)
Site Administrator Licence	\$25 / user per month
Site User License	\$10 / user per month
Comment Moderation	Minimum charge of \$25 (for up to 100 comments) and otherwise charged in bands of \$25 for each additional 100 comments
Emails	Minimum charge of \$100 (for up to 10,000 emails) and otherwise charged in bands of \$10 for each additional 1,000 emails
Data Storage	\$1/ GB per month
Data Transfer	\$0.50/ GB per month

Additional usage fees will be invoiced no less frequently than on a quarterly basis.

2.3 Additional services fees

In addition to your Subscription Fee, you also agree to pay additional services fees if you require us to provide you with any Services in addition to the Services specified in your Order Form.

Additional services fees payable by you for the provision of any Services in addition to the Services specified in your Order Form are provided in the table below:

Services Description	Charge (ex GST)
Training	\$160 - \$220 per hour (plus travel time)
Additional Support Contacts	\$25 / Support Contact per month

Data Recovery Fee	\$550 per data recovery request
SSL Certificate	\$250 per year
Domain / SSL Change	\$250 per change request

Additional fees payable by you for the provision of any Services in addition to the Services specified in your Order Form may also be charged on an hourly basis, as provided in the table below:

Position	Hourly Rate (ex GST)	Daily Rate (ex GST)
Director	\$300	\$2,250
Senior Consultant	\$220 - \$250	\$1,650 - \$1,875
Junior Consultant	\$160	\$1,200
Project Manager	\$180	\$1,350
Assistant / Support	\$140	\$1,050
Senior Developer	\$220	\$1,650
Mid-level Developer	\$180	\$1,350
Developer	\$120	\$900
Senior Designer	\$180	\$1,350
Designer	\$120	\$900

For additional Services that require work outside of Business Hours you will be required to pay a surcharge of 50% of the fees provided in the tables above unless otherwise agreed in writing. We will seek your approval prior to undertaking any such work in respect of which such a surcharge will be payable.

3. Payment

3.1 Payment method

At the end of each calendar month (or other term specified in your Order Form) we will provide you with an invoice for payment of the Subscription Fee and any other applicable fees or charges for the provision of the Services.

As described in your Customer Agreement, you must pay to us the Subscription Fee and any other applicable fees or charges specified in an invoice within thirty (30) days after receipt of the invoice unless otherwise specified in your Order Form.

You must make payment of our invoices by either direct deposit or cheque as set out below.

Direct deposits can be made to Harvest's bank account using the following details:

Bank Name: Westpac
Account Name: Westpac Business One
BSB: 033-120
Account Number: 286489

When making a payment, please provide your invoice number as the reference number.

Cheques should be made payable to:

Harvest Digital Planning
19 Islington Street, Collingwood Victoria 3067
Australia

3.2 Late payments

As described in your Customer Agreement, you will be required to pay interest on any amount due and not paid within the required time at the maximum corporate overdraft rate of the Commonwealth Bank of Australia (or any replacement overdraft rate) from the due date for payment until the amount is paid in full.

3.3 Price increases

If we supply any Services to you for more than twelve (12) months then we may increase the Subscription Fee or any other applicable fees or charges payable for the supply of the Services by the amount of any increase in the Consumer Price Index (Weighted average of eight capital cities, All groups) published by the Australian Bureau of Statistics during the previous twelve (12) month period by giving you at least thirty (30) days' prior written notice unless otherwise specified in your Order Form.

4. Changes to this Policy

We reserve the right to modify this Policy from time to time, in our sole discretion, and the modified Policy shall be effective thirty (30) days after you have been notified that it has been posted on our website at www.the-hive.com. You acknowledge and agree that you are responsible for reviewing the most recent version of this Policy which has been posted on our website.