

HUBBSTER SERVICE PLAN AND PAYMENT MODEL

Digital Service Contract

Between Council and Hubbster

Scope

- An easy to use App for Android and iOS that can be used for free by all users.
- A web-based Control Panel for the Hubbster's owner, who can follow the Hubbster's activity
- An easy-to-use Service App that records and stores cleaning and issues
- The basic functionalities of the Hubbster; opening / closing, inventory control payment module
- Extending the App with social features when the user numbers reach the user threshold.

Digital Service Fee - Hubbster charges Council monthly or annually.

Allow approximately \$135 per month – subject to the number of Hubbsters in the network.

Maintenance Contract - Preventative

Between Council and Facilities Maintenance Contractor (FMC)

Carried out by the FMC under existing contract using the Hubbster Service App and the Hubbster Cleaning Kit provided at purchase.

Scope

- Continuous monitoring and easy cleaning of the Hubbster with exterior wipe, remove dirt inside the Hubbster and on the objects as needed (approximately 2 times a month depending on user frequency and weather conditions)
- Report any repair or replacement of equipment. Note as part of the Digital Service inventory control system missing items will be flagged
- FMC must follow Hubbster maintenance checklist to ensure warranties apply.

Maintenance Contract - Preventative - FMC charges Council.

Allow approximately 4 hours per month based on 2 visits.

Maintenance Contract - Reactive

Between Council and Parklife includes:

- Callout as required.
- When the inventory control system flags a missing piece of equipment and the users credit card is charged, Parklife will arrange replacement item.
- Any repair to be entered into the Hubbster Service App.
- Repair of mechanical problems or vandalism.
- Annual change of the battery.

Maintenance Contract – Reactive – Parklife charges Council.

Agreed schedule of rates for labour, call out, mileage, equipment, etc. will be provided. If failing is a warranty item – no charge to client. If an item is stolen the user is charged – no charge to client.

Free to Use / Non-Revenue Generator Model

Agreements and payments are in place as above.

Pay to Use / Revenue Generator Model

Agreements and payments in place as above.

User payment options include:

User Pay – Per Use

- Users are charged a small fee for each use of the Hubbster. The fee is charged to the user's credit card supplied in their profile.

User Pay – Unlimited Use

- Users are charged a monthly fee for unlimited use of the Hubbster. The fee is charged to the user's credit card supplied in their profile.

Payments

- Council can pay the Digital Service Fee as above on a monthly basis. OR Hubbster can collect the Digital Service Fee from the user payment. Either option, Hubbster collects payments and will pay back Council based on the selected option.
- Alternative payment models can be negotiated to suit the Council and scale of deployment.

The Services and Payment Models can be tailored to the client and will be based on the scale of deployment. Please refer to the above as a guideline and request a proposal from Parklife to suit your situation.