



APPLICATION FOR A GAS RETAIL LICENCE AUTHORISATION UNDER THE GAS INDUSTRY ACT 2001 (VIC)

WINconnect Pty Ltd (**WINconnect**) applies to the Essential Services Commission (**Commission**) under section 25 of the *Gas Industry Act 2001* (Vic) (**GI Act**) for a retail gas authorisation.

This retail gas licence application has been prepared in line with the requirements detailed in the Essential Services Commission's 'Guidance Notes for Applications for Gas Licences and the Transfer of Existing Gas Licences – October 2006.'

Public Attachment 1 contains WINconnect officer's declaration that the information contained in this application and the accompany attachments is true and correct.

SECTION 1 – INFORMATION ON THE APPLICANT AND THE NATURE OF THE APPLICATION

General particulars

Name of Applicant

WINconnect Pty Ltd.

Trading name

WINconnect.

ACN

112 175 710.

Addresses

Registered address:

Suite 201, 12 Cato Street, Hawthorn East Vic 3123.

Address for correspondence:

Same as registered address.

Contact person

Andrea Steele
General Counsel

Email:

Phone:

1. Corporate Background and Structure

Background

Built on the decade-long heritage of WINenergy's embedded electricity services, WINconnect now provides a full portfolio of utility services.

Committed to delivering excellence in all aspects of our Australian based company, WINconnect is a full service organisation with internal expertise in engineering, call centre management, customer service, regulatory compliance and information technology. Integrity and transparency is imbued in everything we do.

Privately owned by the management team, the company has a professional board with the appropriate mix for corporate governance and strategic direction.

WINconnect, trading as WINauspower, holds electricity retail authorisations in both Victoria and under the National Energy Customer Framework (NECF) and on 29 July 2016 was granted a retail gas authorisation under NECF.

WINconnect is also in the process of applying for a small scale retail and distribution gas licence to supply customers with metered and unmetered gas within Victorian embedded networks.

We have market participant status with both AEMO and the ASX and we hold an Australian Financial Securities Licence.

In addition to its retail electricity experience, WINconnect's embedded network management business (trading as WINenergy) includes managing the sale and supply of other essential services, including hot water, air-conditioning, unmetered gas for gas cook tops (within NECF jurisdictions), internet and telephone services.

Retailing these other essential services strengthens and enhances WINconnect's energy retail expertise and experience, better equipping WINconnect to operate a gas retail business.

Corporate Structure

The structure of WINconnect's corporate group is shown in Confidential Attachment 27. WINconnect has one wholly owned subsidiary NextGen Utilities Pty Ltd.

A copy of WINconnect's Constitution, which is provided to the Commission on a commercial in confidence basis, is attached as Confidential Attachment 14. A copy of WINconnect's Certificate of Incorporation is also attached as Confidential Attachments 13 and 13a.

1.1 The Board

Dr Dan Norton AO (Non-Executive Chairman)

Dan is a director of various companies including Trinitas Pty Ltd, Ben Lomond Water, Cradle Mountain Water and Southern Water. In 2014 Dan was awarded the Order of Australia for distinguished service to business and finance, particularly in the areas of infrastructure development, to the energy sector and to medical research.

Tom Patsakos (Chief Executive Officer)

Tom is the CEO and Managing Director of WINconnect. Tom joined the electricity industry in 1994 as a senior manager with Powercor Australia Ltd. He has extensive retail energy market experience in Victoria, New South Wales and Queensland. Additionally, Tom gained solid general management experience whilst employed by Tyco Services (Australia) and Firex (Australia) Pty Ltd.

As the CEO of WINconnect, Tom is responsible to the overall financial performance, strategic direction and management of the Company. To complete his MBA Tom wrote his thesis on the deregulation of the Victorian electricity industry, thereby demonstrating his exceptional understanding of energy markets at both a wholesale and retail level.

Tim Norton (Executive Director)

As founding partner and an executive director of the company, Tim takes carriage of the strategy formulation and business positioning of WINconnect. Prior to founding WINconnect (formerly known as WINenergy) in 2005, Tim had a successful career in IT consulting having founded and floated Oakton Ltd.

Without losing sight on business and compliance issues, his engineering background ensures that WINconnect always strives for technical excellence. Tim is a Fellow of the Australian Institute of Company Directors and has served on the boards of several different public companies.

Russell Neil (Non-Executive Director)

Russell chartered the emergence of on-selling energy through embedded networks, establishing and implementing on-selling solutions to a broad range of clients. He has been part of the fabric of WINconnect since inception.

Robert Bottecchia (CFO & Company Secretary)

Robert has overall responsibility of the financial and commercial environment of WINconnect. He has over 20 years senior finance experience.

Before joining WINconnect 3 years ago, Robert was CFO at one of Victoria's largest residential developers for 8 years, where he gained considerable knowledge of the construction and embedded electricity network market.

Prior to this worked in various finance positions in the manufacturing and service sectors developing his skills within a number of global multi national organisations.

1.2 Major Shareholders

WINconnect is predominantly owned by the directors, executive and management team. An up to date share register is shown in Confidential Attachment 15.

1.3 Certificate of incorporation / registration

The certificate of incorporation for WINconnect is shown in Confidential Attachments 13 and 13a.

1.4 Executive Team of WINconnect

The executive team of WINconnect consists of the following personnel:

- Tom Patsakos (Chief Executive Officer) B. Bus (Economics & Marketing), MBA
- Tim Norton (Founding Partner & Executive Director) B. Eng, M. Eng, MBA, FAICD
- Phil Baxter (Chief Technology Officer)
- Andrea Steele (General Counsel) LLB, B. Com (Finance & Economics), LLM
- Robert Bottecchia (Chief Financial Officer & Company Secretary) B. Bus (Accounting) CPA, FTIA, Reg TA
- Peter Gladwin (Chief Information Officer) BSc. Eng (Computing Science)
- Simon James (General Manager: NSW) B. Eng (Elec)
- Peter Michael (Human Resource Manager), Adv. Dip. Management, HRM & Marketing

Further details of the executive team and key personnel's expertise and experience are shown in Confidential Attachment 2.

1.5 Organisational Structure

WINconnect's organisational structure and areas of responsibility for each member of the executive and key personnel is shown in Confidential Attachment 1.

1.6 Licence Sought by WINconnect

Form of energy for which an authorisation is sought

Unrestricted full retail gas licence.

Date from which licence is sought

1 January 2018.

Nature and scope of the operations proposed

WINconnect intends to establish a retail gas business which is primarily focussed on retailing gas to those customers who leave WINconnect managed embedded networks and take up residence in non-embedded network properties in Victoria. We will also pursue other opportunities as they present.

Further details on the nature and scope of WINconnect's proposed gas retailing operations is outlined WINconnect's business plan in Confidential Attachment 5.

Types of customer WINconnect intends to supply

WINconnect intends to sell natural gas to:

- domestic or small business customers as defined in section 42 of the GI Act; and
- large customers who do not come within the definition of section 42 of the GI Act.

1.7 Licences Held by WINconnect

WINconnect holds an electricity retailer authorisation granted by the AER and, in Victoria, an electricity retail licence granted by the Essential Services Commission.

In addition, WINconnect also holds a retail gas authorisation under NECF. We have market participant status with both AEMO and the ASX and we hold an Australian Financial Securities Licence.

To date, WINconnect has had no unsuccessful licence applications for either retail or distribution activities in Victoria or any other jurisdiction.

1.8 Licence Conditions

WINconnect is not seeking any non-standard licence conditions.

SECTION 2 – THE COMMISSIONS OBJECTIVES

The granting of a gas retail licence to WINconnect would be consistent with the objectives of the Commission under section 18 of the GI Act and section 8 of the *Essential Services Commission Act 2001* (Vic) (**ESC Act**) for the reasons outlined below.

As an authorised gas retailer, WINconnect will be in a position to promote the Commission's primary objective of protecting the long term interests of Victoria's residential and small business consumers by providing additional competition in retailing natural gas market in Victoria. As an authorised electricity retailer WINconnect is an astute and competitive retailer and plans to bring these qualities to ensure it is an equally competitive gas retailer and thereby extend its positive customer experience to this part of the retail gas market.

WINconnect will utilise its already well developed internal capabilities and service infrastructure to deliver compelling offers and dependable customer service. As a current Victorian electricity retailer, WINconnect can continue to safeguard the long-term interests of Victorian energy consumers by continuing to comply with all relevant state and national regulations.

WINconnect's participation in the Victorian retail gas market will provide Victorian customers which a greater choice of differentiated energy retailers and energy supply offers to select from thereby driving increased competition and prevent monopolistic behaviour and abuse of non-transitory market power. The achievement of this would be consistent with the Commission's objective and commitment to encourage greater competition in the energy industry and therefore deliver benefits to Victorian customers.

WINconnect will comply with all and any of the Commissions' regulatory framework and any relevant health, safety, environmental and social legislation that are applicable to the industry. Through our existing energy retailing activities, WINconnect has developed a customer hardship policy that incorporates available programs and options to support vulnerable and low-income customers.

At all times WINconnect will comply with all aspects of the GI Act, the ESC Act and will continue to comply with all aspects of the Energy Retail Code and other relevant rules, codes and legislation.

SECTION 3 – INFORMATION ON FINANCIAL VIABILITY

WINconnect can meet and address the financial criteria required of a retailer of gas in Victoria.

3.1 Current financial position and balance sheet

WINconnect's audited financial reports for the financial year ended 30 June 2017 are included in Confidential Attachment 25.

3.2 Business Plan

WINconnect's business plan is included in Confidential Attachment 5.

In addition to the business plan WINconnect provides the Commission with additional financial analysis and sensitivity analysis. This analysis is included in Confidential Attachment 5a.

3.3 Credit rating

See Confidential Attachment 26.

3.4 Intra group contractual arrangements

Nil.

3.5 Financing arrangements

See Confidential Attachment 32.

3.6 Shareholder details

See Confidential Attachment 15.

3.7 Compliance history

Below is a summary of the compliance history of WINconnect, its associates, other businesses of which a WINconnect director has been a director, and other businesses that control WINconnect's business activities:

- Previous material non-compliance with any law or regulatory requirement
Nil.
- Licenses/authorisations which have been revoked
Nil.
- Previous unsuccessful licence/authorisation applications
Nil.
- Past or present administrative or legal action in relation to any licence/authorisation application
Nil.
- Previous retailer of last resort events
Nil.

3.8 Offences or prosecutions

None of the following has committed or been prosecuted for any offence under Commonwealth, state or territory law

- WINconnect;
- any director of WINconnect;
- any other person that exerts control over WINconnect's business activities; or
- any other person responsible for significant WINconnect operating decisions.

Statutory declaration

The statutory declaration by the CFO and attached as Confidential Attachment 29 attests that none of the executive management team of WINconnect Pty Ltd have ever been disqualified from managing a corporation under the provisions of the *Corporations Act 2001* (Cth) .

Criminal history checks

Criminal history checks are available on request for the individuals mentioned in sections 1.1 and 1.4.

SECTION 4 – INFORMATION ON TECHNICAL CAPACITY

4.1 How WINconnect will bring energy experience into the gas retailing business

WINconnect will dedicate to its new gas retail business the same senior managers and other staff that currently work in its embedded network management business and its WINauspower energy retailing business.

WINconnect, trading as WINauspower, already operates competently and compliantly within the electricity retail market with both internal and third party service providers.

This will bring into the new gas retail business the expertise and experience necessary to sell gas to small and large customers, in accordance with applicable regulatory requirements and internal policies and procedures.

WINconnect is already an AEMO and ASX market participant and has demonstrated its ability to operate in the wholesale energy market in compliance with all market rules and procedures.

WINconnect maintains well established relationships with key industry participants including market operators, network businesses across the NEM, other retailers, wholesalers and end users.

WINconnect has the expertise, knowledge and skill base to operate a viable gas business retailing gas to residential, small business customers and large customers as outlined in section 1.6.

4.2 Human resources

See Confidential Attachment 1 - Organisational Structure.

See Confidential Attachment 2 for further details of individual staff expertise and experience.

4.3 Service providers

WINconnect has agreements with the following service providers to support its gas retail business as follows.

- Utilibill.
 - Utilibill was founded in 2005 is a 100% Australian owned and operated business.
 - Utilibill provides billing for embedded networks, hot water, air- conditioning and will provide the billing for all future WINconnect products.
 - Utilibill is Australia's most advanced and most popular billing platform with more than 150 telecommunications and energy resellers dependent on their billing technology throughout the world. Utilibill customers have recently been awarded accolades such as winner of BRW's "Fast Franchise", multiple winners in "Fast Starters" as well as BRW's "Fast 100". Utilibill itself holds the Commonwealth Bank Small business Champion Award as well as Deloitte's 3rd ranking in the Technology Fast 50 and rank 24 in the Deloitte's Asia Pacific Fast 500.
 - A capability statement for Utilibill is included in Public Attachment 2.
 - A copy of WINconnect's contracts with Utilibill is included in Confidential Attachment 3.
 - Controls to ensure compliance
 - WINconnect's contract with Utilibill requires Utilibill, in providing services to WINenergy, to comply with the GI Act and applicable jurisdictional energy legislation.
- Comcity.
 - Founded in 2000 and based in Melbourne, Comcity is an IT services company providing outsourced IT support, tailored cloud solutions and consultancy services to small and medium enterprise in Melbourne and Sydney.

- Comcity provides WINconnect with all its desktop, email, Internet and inter-office networking services.
- Comcity brings advanced IT and cloud solutions to a diverse client base assisting in solving some of their toughest business challenges. Comcity aims to understand business needs and equip those businesses with the resources required to bring effective integration between business and the technology required to best support business operations.
- A capability statement for Comcity is included in Public Attachment 3.
- A copy of WINconnect's contracts with Comcity is included in Confidential Attachment 3a.

4.4 Memberships, Registrations and Other Arrangements

- **Energy and Water Ombudsmen (EWOV) Scheme**

WINconnect is already a member of EWOV as shown in Public Attachment 4. WINconnect joined the Ombudsmen scheme when it became an authorised electricity retailer.

- **AEMO and ASX Austraclear Registration**

As an authorised electricity retailer, WINconnect has been a market participant with AEMO since mid 2013 and therefore has access to all the relevant AEMO market systems and interfaces.

The retail electricity business conducts weekly market settlements with AEMO including our wholesale trading counterparties and is therefore fully aware of and conversant with the rules and conditions governing market participation including settlement and reconciliation of energy purchase, B2B interface and service order processes, Austraclear participation for clearing and settlement services and wholesale prudential requirements.

WINconnect has commenced discussion with AEMO with regards to registration as a Market Participant – Retailer in the Victorian Declared Wholesale Market ('DWGM') as shown in Confidential Attachment 34.

Once WINconnect has received a gas retail licence they will continue work with AEMO to complete registration.

- **Energy Safe Victoria – gas safety case under *Gas Safety Act* 1997 (Vic)**

WINconnect has liaised with Energy Safe Victoria representatives on the gas safety case acceptance process required for the proposed business model outlined in section 1.6 and the Business Plan as shown in Confidential Attachment 5.

Correspondence with Energy Safe Victoria regarding WINconnect's business model is contained in Confidential Attachment 33.

- **Community Service Arrangements and Agreements**

WINconnect has commenced discussions with various government and non-governmental community welfare agencies including the Department of Human Services with a view to entering into arrangements with these agencies for the provision and delivery of concessions and rebates, as applicable, to eligible customers.

Additionally, WINconnect is aware of the various concession and rebate schemes and arrangements administered by both state and federal governments and will be in full compliance in line with our hardship policy requirements.

- **Australian financial services licensing**

WINconnect holds an Australian financial services licence. A copy of WINconnect's AFSL is contained in Confidential Attachment 35.

- Arrangements with other market participants in terms of gas supply arrangements

WINconnect currently operates a full wholesale trading and risk management team that oversees trading of wholesale exposure related to its electricity retail business.

Wholesale exposure in gas markets will be managed by that team within WINconnect's Risk Management Framework.

WINconnect has commenced discussions with wholesale counterparties to manage longer term exposures moving forward.

In the short term WINconnect will purchase all wholesale gas directly from AEMO via the DWGM with agreements in place with storage and pipeline owners.

4.5 Internal Policies and Procedures

- Compliance Management

Compliance is an integral part of sustaining the financial and business objectives of WINconnect and forms part of our overarching risk management framework. WINconnect understands that both gas and electricity supply are essential services and that the retailing of such services is subject to various and wide-ranging legislative and regulatory instruments.

As an authorised electricity retailer, WINconnect is already aware of and understands the obligations it has under the *Electricity Industry Act 2000* (Vic) (**EI Act**) in relation to retailing electricity.

Furthermore, as an authorised gas retailer under NECF, WINconnect is already aware of and understands the obligations it has under the NERL, the Retail Rules and jurisdictional energy legislation in relation to retailing gas.

WINconnect has prepared a compliance policy and compliance register in respect of the obligations it has under the GI Act, Gas Distribution System Code, Energy Retail Code, Interim Compliance and Performance Reporting Guideline for Energy Retail Licence Holders, Code of Conduct for Marketing Retail Energy, Guideline No 22 – Regulatory Audits of Retail Energy Businesses, *Victorian Energy Efficiency Target Act 2007* (Vic), *Victorian Energy Efficiency Regulations Act 2008* (Vic) and the Victorian Energy Efficiency Target Guidelines.

WINconnect already complies with all relevant laws, regulations, codes and guidelines (as applicable) relating to its electricity licence and will apply the same thoroughness to the relevant laws in relation to the retailing of gas.

A copy of our Gas (& Electricity) Retail Compliance Obligations Register is shown in Confidential Attachment 9. This document provides for compliance measures that will enable WINconnect to comply with each compliance obligation to which it is subject.

This is supported by WINconnect's Gas Retail Compliance & Enforcement Policy as contained in Confidential Attachment 6.

- Risk Management

WINconnect is committed to promoting and fostering a robust risk culture across the business. To this end it has established a formal framework for ongoing risk management. WINconnect's risk management policy is included in Confidential Attachment 8.

This framework includes an understanding and addresses day to day management of risk across the business, roles and responsibilities for risk ownership and processes for regular review and reporting on business risks.

- WINconnect Gas Retail Contracts

Template contractual documentation for the sale of gas to small customers complies with the requirements of the Energy Retail Code is shown in Confidential Attachment 11.

A draft PPIS is also shown in Confidential Attachment 36.

- Complaint and dispute resolution procedures

WINconnect has prepared and is proposing to adopt the updated complaints and dispute resolution policy included in Confidential Attachment 7, which now covers retailing electricity and the sale of gas, having regard to *Australian Standard ISO 10002-2006 (Customer satisfaction – Guidelines for complaints handling in organisations)*.

- Internal policies and procedures

Customer Hardship Policy

WINconnect has prepared and is proposing to adopt the financial hardship policy included in Confidential Attachment 22, which now covers retailing electricity and the retailing of gas.

Privacy & Collection Statements

WINconnect has a privacy policy included in Confidential Attachment 23.

Credit Provider Policy

WINconnect has a credit provider policy included in Confidential Attachment 28.

Customer Account Establishment and Management

A statement on how customer accounts are established and managed is included in Confidential Attachment 16.

Telephone call centre – customer service

WINconnect already operates its own call centre and so WINconnect will be able to handle telephone calls from customers (and potential customers) regarding account and billing issues and inquires and will be able to accurately record all interaction and exchanges with customers.

WINconnect has included details on this in Confidential Attachments 17, 18 and 21.

Customer billing and management system

As outlined in section 4.3, WINconnect has a contractual arrangement with a reputable energy outsourcing system provider (Utilibill) to handle customer management and billing requirements. A mock retail gas invoice is supplied in Confidential Attachment 19.

Details of this contractual arrangement are shown in Confidential Attachment 3.

Meter reading arrangements

A statement on WINconnect's meter reading arrangements is included in Confidential Attachment 20.

Document retention policy

WINconnect's document retention policy is included in Confidential Attachment 24a and 24b.

Policies and procedures addressing probity and competence

WINconnect's policies addressing probity and competence are contained in Confidential Attachment 30.

Statutory declaration

The statutory declaration as to the truthfulness of this gas application by WINconnect is attached as Public Attachment 1.

PUBLIC ATTACHMENTS

1. Declaration that information contained in the application is true and correct
2. Service provider capability statement - Utilibill
3. Service provider capability statement – Comcity
4. EWOV membership

CONFIDENTIAL ATTACHMENTS

1. Organisational structure
2. Curricula vitae for senior managers and other key personnel
3. Utilibill Contract
- 3a. Comcity Contract
5. Business plan
6. Compliance & Enforcement Plan
7. Complaints and dispute resolution policy
8. Risk management policy
9. Compliance obligations register
10. Financial sensitivity analysis
11. Template contract for the sale of gas to small customers
13. Certificate of incorporation – original WINenergy Pty Ltd
- 13a. Evidence of name change to WINconnect Pty Ltd
14. Company Constitution
15. Share register for WINconnect Pty Ltd
16. Customer account establishment and management procedure
17. Customer service arrangement
18. Billing and collections procedure
19. Template gas invoice
20. Meter reading arrangements
21. Disconnection procedure
22. Financial hardship policy
23. Privacy & collection statement
24. Document control policy
- 24a. Document retention policy
25. Audited financial statements
26. Credit rating
27. Corporate group structure
28. Credit provider statement
29. Statutory declaration on management
30. Policies and procedures addressing probity and competence
32. Financing arrangements
33. Correspondence with Energy Safe Victoria
34. Correspondence with AEMO
35. WINconnect AFSL
36. WINconnect PPIS

Statutory Declaration

I, Robert Anthony Bottecchia
[full name]

of 21 Kelvin Close, Niddrie Victoria
[address]


Company Secretary, of WINconnect Pty Ltd (“entity”)
[position] [name of entity]

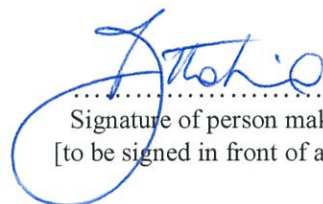
hereby DECLARE that the information contained in this application, and attachments thereto upon which I have placed my signature, for the grant of a retail gas licence under the *Electricity Industry Act* 2000 (Vic) is true and correct and that I make this declaration conscientiously believing the same to be true and in the belief that a person making a false declaration is liable to the penalties of perjury¹.

Declared at Hawthorn East

this 14 day of November 2017

Before me,


.....
Signature of Authorised Witness


.....
Signature of person making this declaration
[to be signed in front of an authorised witness]

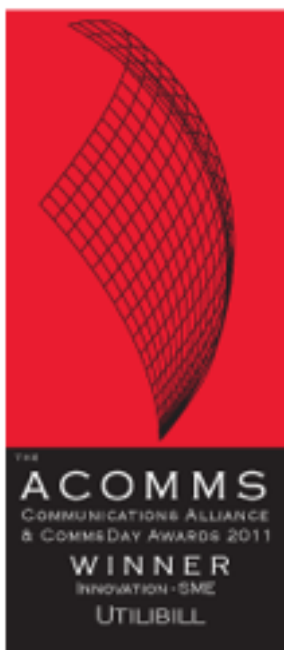
The authorised witness must print or stamp his or her name, address and title under section 107A of the *Evidence (Miscellaneous Provisions) Act* 1958 (as of 1 January 2010), (previously *Evidence Act* 1958), (eg. Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist)
¹ Refer to section 107 of the Evidence Act

ANDREA NANCY STEELE
Suite 201, 12 Cato Street, Hawthorn East VIC 3123
An Australian Legal Practitioner within the meaning
of the Legal Profession Uniform Law (Victoria)



Introduction to Utilibill

Capability statement



About Utilibill

Utilibill was formed in June 2005 as purpose built platform from the ground up. The Utilibill purpose is to simplify the complex business of running Telecommunications reseller businesses. This is executed with a philosophy of automation, consolidation, simplification and system usability. This philosophy is delivered in a top down methodology encompassing the needs of Management, Operations, Finance, Helpdesk, Collections, Agents / Dealers and end customers.

The platform written in JAVA and AJAX and has a security framework which is the base foundation of the system. The Database is designed on the highly scalable and available Microsoft SQL technologies. The system is 100% web based, built as a one system solution with 15 modules. These 15 modules each represent a task the platform was initially designed to consolidate for its first customer. These modules of consolidation include:

1. Dashboard reporting module
2. Inventory module
3. Rate Plan Wizard
4. Provisioning module
5. Billing module
6. Payment module
7. Pay by Phone
8. Agent Module
9. Commission module
10. AAA module
11. LOLO / LOLM replacement
12. Audit module
13. Contact module
14. XML module
15. NBN / Wholesaler / end customer Portal
16. Energy, Gas, Water, Chilled Water, body corporate fee billing, provisioning
17. Reminder treatment module

Utilibill continue to develop the platform for the benefit of its valued customers. Some works are customer funded others are initiatives of Utilibill deemed to be in the interest of continual improvement of the business offering.

Utilibill is an innovative and somewhat disruptive technology, which is raising the bar for billing companies in the Australian market place. Utilibill continue to innovate and continue to be disruptive driving improved efficiencies into the telecommunications and utilities space. Complacent providers incapable of understanding Telco requirements and unable to keep up with the rapid changes in the market place will be left by the wayside. Efficiency and Automation is the catalyst that drive systems to align with business processes, Utilibill recognise the magnitude of systems impact on efficient business operation and on going success.

Telecommunications companies with turnover between \$50 and \$500Million fall into our area of specialisation. Our platform provides billing services for a number of medium sized Telecommunications providers. There are a number of considerations that make Utilibill stand out.

1. The team and our company philosophy
2. All code and all hardware is written and supported in Australia

3. Hardware selection Industrial grade Server clustering and Fibre technologies
4. Our efficiencies reduce staff required
5. Friendly system reduces staff induction training turnaround
6. Platforms GUI is built using common sense and User centric approach
7. Utilibill continues to innovate and integrate new products
8. Utilibill have a Controlled Systems Development Life Cycle
9. Development, TEST and Production environment style approach for controlled changes in line with ITIL and ISO20000

Current Installation within Australia and APAC

Australia represents the majority of Utilibills' current business profile.

Utilibill currently provides back and front of office services to over 110 service providers. These service providers are a mixture Full service telecommunications providers and niche players. A number of key accounts include Telcoinabox and Southern Phones, Relevant FTTH installs include Sanctuary Cove.

We are in discussions with key tier 1 and 2 players and have ceased offering our services to customers with less than \$15M turnover. We have taken this approach to ensure we maintain a level of service required by customers serious about delivering efficiencies through automation and continuous product enhancements.

Utilibill provides telecommunications billing and provisioning services of Telecom NZ and Telstra Clear in New Zealand for a number of service providers. Openreach and GAMMA end-to-end integration exists for the UK market.

Company Ownership

Utilibill is a 100% Australian, privately owned business limited by shares.

As a 100% Australian owned business, Utilibill has the support of the Australian Government for not only its current offering but also developments underway in both New Zealand and the United Kingdom. One such initiative will see Utilibill provide Telco, gas, power and water on one bill this financial year.

Understanding your Requirements

Utilibill recognise some of the many reasons that you might seek a platform refresh.

- Replacing end of life systems offering flexible and scalable solution
- Increase customer satisfaction through improved timeliness and accuracy of all billing and associated reporting deliverables.
- Improve and standardise internal processes
- Opportunities to generate revenue through value added services.
- Reduce load on support by automating current support tasks
- Reduce load on internal staff by automating current manual workarounds

Having recently worked with a leading telecom consulting firm in Australia, Utilibill has a sound knowledge of the key role billing and reporting plays in customer acquisition and retention, with many organisations looking to telecom expense management to reduce/manage operating expenses. In addition, customers have expectation of service providers providing the tools to achieve the desired outcomes.

There are many challenges for both the service provider and customer that we have identified around billing and reporting, including:

Service Provider Perspective

- Platform is not flexible enough to bill according to various customised contracted rates - e.g. discounts can't be applied at the service level (i.e. typically at account level only)
- Inflexible structure to allow for the package of innovative products and services
- Limited descriptive fields for billing item codes
- Lack of feature transparency between core system and billing
- Inadequate flow of service information from service delivery system to billing platform

Customer Perspective

- Forms fields are incomplete for internal staff to conduct analysis
- System slow to access and manipulate
- Inaccurate inventory tab/fields
- GUI is limited
- Limited data extraction capabilities
- Service fields don't necessarily have corresponding "description" fields
- Insufficient information available for auditing and management purposes
- Cannot generate cost allocation easily from the User Interface

Through Utilibill's experience in working with retail and wholesale service providers, we understand customers, with sizable annual spend, are looking for the ability to manage and monitor the spending and usage of telecommunication services. They are looking for the ability to:

- Disaggregate bill by cost code and cost centres
- Drill down and query down to call record level
- Generate Management Reporting and build custom reports
- Monitor usage in real-time or near real-time
- Efficiently manage assets and inventories
- Order/Purchase online with ability to track progress
- Lodge disputes and enquiries in a user-friendly customer portal

Pricing

Pricing is highly dependant on the configuration required.

Referees

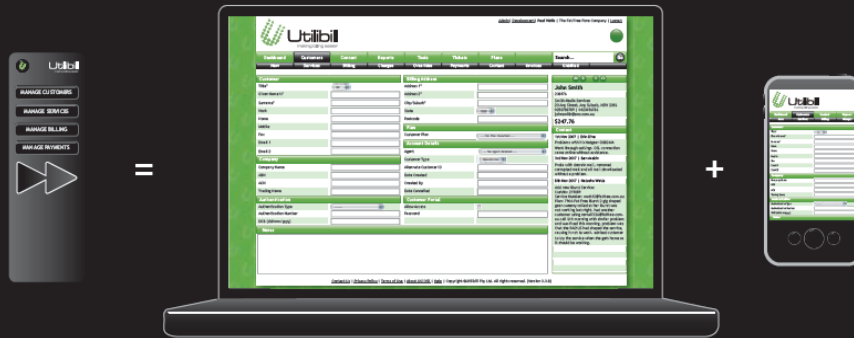
Utilibill can provide referees from Electricity, Telco and embedded network upon request.

Appendix A – Marketing Brochure



making billing easier

REMOTE CONTROL.



Get online. Get on with your billing.

Utilibill is 100% web-based which makes it incredibly easy to use, easy to access and easy to integrate with external platforms. In fact it's probably the easiest billing system available today. Get real-time information and act upon it anywhere you can get online, even on the road. And being browser based, your team will hit the ground running by using a tool they're already familiar with, the web, with zero deployment costs. If you're planning on being a next generation service provider then you need to use a next generation billing platform.



moving billing forward

making billing easier

CLOSE INTEGRATION.

Carrier Systems

Forget having to use multiple systems to provision and bill services. Utilibill has been designed to talk to many back ends so you only have to work with one front end, ours. It's what makes your life easy.

Payment Systems

If you want to be paid, you'd best offer as many methods as possible. Utilibill integrates with all payment systems including post offices, credit cards online or over-the-phone and direct debits.

Billing Bureau

Utilibill offers an end-to-end billing solution: from XML carrier feeds in to XML billing bureau feeds out. The result is accurate and timely customer bills either printed or emailed as PDFs.

Reporting Systems

We provide seamless integration with reporting tools to provide real-time access to your intelligence when and how you want it, including fully customisable dashboards and query tools.

CRM Systems

We include comprehensive customer management tools as standard but if you're wedded to your own then we simply integrate with yours. It's a relationship that just works.

Future Systems

The future is unknown but we've planned for it nonetheless. Utilibill was built from the ground up to be flexible so if you have a system we need to integrate with, we'll find a way to talk to it.



moving billing forward

MANAGE CUSTOMERS.

Utilibill's advanced customer management system gives your team the tools they need to provide the service your customers demand. It logs everything done. It tracks everything that needs to be done. And your customers will love you for it.

Powerful Search

Management and front line Customer Service Representatives (CSRs) need to find what they're looking for the moment they need it, so Utilibill offers a single powerful search field enabling name, company or service detail searches. Utilibill doesn't look, it finds.

Contact Log

Not only can CSRs easily add notes every time a customer calls but Utilibill automatically logs every add, move and change to a customer's account to provide a thorough history. Contact notes are easily categorised enabling powerful reporting and can be assigned to different members of the team along with action dates. In short, you'll know what happened, when it happened, who did it, when you need it most.

CUSTOMERS

Integrated Ticketing System

Utilibill's integrated ticketing system allows for any issue to be logged and tracked, ensuring SLAs are met and the customer is receiving the service they signed up for. Colour coded tickets ensure response times are adhered to or escalated to team leaders. Create attachments of any sort to maintain a complete trail of documentation within the ticket and sort tickets by priority, date, team or status.

Online Self-Service

Give customers the ability to look after their own needs as much as possible with a powerful self service portal. Customers can

login to check their billing history, analyse their service usage, pay their bill and update their personal details so when they do call, be ready because you'll know they've done their homework first.

MANAGE CUSTOMERS REPORTS

- Customer Contact Information
- Contact Notes within Date Range
- Customers Added within Date Range
- Customers by Postcode
- Date Customers Added
- Customers by Agent



moving billing forward

making billing easier

MANAGE SERVICES.

3G, 2.5G, iBurst, DSL, SHDSL, Wi-Fi, WiMax, Mobile Broadband, Mobile TV, PSTN, VoIP, VoDSL, IPTV, Video-On-Demand, Satellite, Gas, Electricity. The services market isn't standing still so make sure your billing platform isn't either.

Provisioning Wizards

Utilibill is a fully converged platform enabling the rapid deployment and provisioning of new services but with a consistency your team will appreciate. Step-by-step wizards guide you through even the most complex of provisioning processes, reducing the risk or human error and often simplifying third-party carrier systems along the way. Services are either provisioned in real-time where possible or result in confirmed appointments along with detailed set-up sheets for supply to the end user.

Multi-Level Management

Services are fully searchable and customisable and can be viewed at a number of levels. View top level only to see basic information such as service type, connection and disconnection

dates, or drill down further to enable powerful configuration options for advanced users.

Easy Transfer

Every service within Utilibill can be easily transferred from one account to another so should ownership change, so can the service. Utilibill tracks where services have come from and where they have been moved to, automatically marking the contact log where necessary.

Customer or Service Rating

Rating can either be applied at the customer level saving time for those with many services of the same type, or every service can be individually rated for granular control. Adjust rates based on event, time and units.

Service Unique Plans

All plans are specific to a service type so for example a mobile plan can never be applied to a fixed wire service.

MANAGE SERVICES REPORTS

- Customers by Services
- Services by Connection Date
- Services by Disconnection Date
- Customer Plan Summary
- Revenue by Plan Summary



making billing easier

MANAGE BILLING.

Utilibill looks after the real-time billing, rating and charging of all services so you can concentrate on acquiring and retaining customers. Our end-to-end service starts with pulling raw data in one end and delivering beautifully presented bills out the other.

Dynamic Rating Tools

Simply copy and edit pre-loaded templates to create innovative plans using event, time and unit based rating.

Paper and PDF Bills

Customers have the option of paper bills, PDF bills or both. PDF bills are always available within Utilibill ready for CSRs to "be on the same page" as the customer.

Presentation Preferences

Each bill is fully customisable, offering itemisation to the granular level, departmental billing and a choice of graphs for easy analysis.

Single and Recurring Charges

Once-off charges can be added in a few clicks and complex payment structures involving

ongoing or fixed term repayments can be easily added with just a few clicks more.

Bundle Deals

Converged billing of course presents many opportunities to retain customers through cross-sell and bundle offers. Utilibill's flexibility enables various products with different rating structures to be combined together.

"Your Discount"

Irrespective of individual rating, utilibill offers a simple way to provide a complete bill discount enabling service providers to offer special deals to reward direct debit payment for example. This is presented to the customer as simply "Your Discount".

Marketing Messages

Every bill is a marketing opportunity for a service provider so Utilibill makes it easy to add messages to both the front and back of the first page of each bill.

MANAGE BILLING REPORTS

- Margin by Product
- Costs Greater than Charge
- Manual Recurring Charges
- Unbilled Late Payment Fees
- Refunds, Adjustments, Bad Debt
- Customer Overrides
- Statement Summary



moving billing forward

making billing easier

MANAGE PAYMENTS.

Utilibill gives your customers the freedom to choose how they pay their bill, while giving you the tools so make sure they do. But if you gave the best customer service, for the best value services, and an accurate bill, then watch the payments roll in.



Accept Payments, Not Excuses

We like to make it as easy as possible for the end user to pay you some money so Utilibill integrates with all payment systems so they'll have no excuses. We accept all credit cards including Visa, MasterCard, American Express and Diners Club plus customers can pay online or by IVR pay-by-phone systems. Also direct EFT payments (including BPAY), over the counter payments at Post Offices and Newsagents and of course cheque payments by snail mail.

Direct Debit Flexibility

Effective direct debit control enables service providers to "set and forget" the payment

side of the equation and maximise their collections efficiency and cash flow. Utilibill enables direct debit to both credit card and bank accounts and can be set to occur on agreed days of the month or on a weekly, fortnightly or monthly basis.

To maintain the effectiveness of direct debits Utilibill offers two tools: credit card expiry date reports that can be run on a monthly basis to advise customers to update their details and bounce handling alerts so failed direct debits can be followed up.

Real-time Reporting

Utilibill offers a real-time view of all payments processed enabling the tight management of the collections process. A number of reports are available enabling you to

monitor the flow of money in while the aged receivable report shows a real-time snapshot of money owed and customer contact info, enabling broadcast email and SMS reminders.

MANAGE PAYMENTS REPORTS

- Payments for Day
- Payments for Month
- Payments by Date Range
- Aged Receivable
- Credit Cards Near Expiry
- Customer Direct Debit Details
- Balance over Credit Limit



moving billing forward

making billing easier**For billing:**

Internet Services
Voice Services
VoIP Services
Mail & Web Hosting
Wireless Services
Satellite Services
Video-on-Demand
Electricity
Gas

Features:

Web platform (no software required)
Integrated ticketing system
Integrated dashboard
Integrated payment services
Integrated reporting
Integrated calendaring
Integrated customer portal
Integrated radius services
Integrated mail/web/DNS
Pay-by-Phone ready
Role-based access lists
Agent ready
View/pay your bill online
PDF or print bills
Customisable bill format
Customer based bill options
Service entering/ordering wizards
PCI compliant (Visa/Mastercard security compliance program)
Instant activation of email, web hosting, dial up and VoIP services
Customise the system to your requirements

Specification:

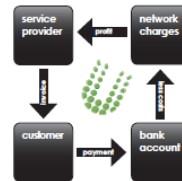
The Platform is Based on Dell server clusters running MS-SQL, Apache, Java and AJAX. The Utilibill platform also has a web objects layer and accepts XML formats

Requirements:

Internet Explorer 7 or above
Internet Explorer Mobile

CALL 1300 558 202

email sales@utilibill.com.au
or go to utilibill.com.au



Call international +613 9654 6875
Fax 1300 558 274

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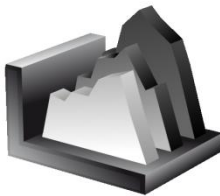
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Appendix B – Existing Utilibill Modules

Utilibill provides a number of fully integrated modules. We continue to add new modules to the platform, which currently consists of;

Reporting



Utilibill comes with many standard reports. These reports include the following categories;

Management, Finance, Customers, Marketing, Collections, Services. In all there are over 500 standard reports available with additional reports being generated every month.

Dashboard

The Dashboard allows for selective reporting enabling staff to perform their core task in a proactive manner. Each level of the organisation chart requires different reporting. The Dashboard tool allows for auto alerts to be sent to you, your mobile, SMS or your customers to inform of items like



- High spend alert notification
- Customers approaching cap
- Reminder treatment
- Cross Selling




Management may display collections reports, growth in Revenue, Margin dollars, High spend alerts, ARPU, Churn, customers added etc.

Customer service operators may populate their dashboard with items like failed port churns, new service activations, Pending connections, high spend reports and user intervention required reporting.



Design view enables you and your service providers to generate their own reports by pulling different fields from the predefined design views. These views can be displayed as Pie charts, Graphs, Trend charts as specified by the users preference. Each report can be saved and presented on the dashboard.



admin | AB | Financial | [Change Group](#) | [Log Out](#)

Home	Customers	Reports	Tools	Tickets	Admin	Inventory	Plans	Master MGR	MGR
Yellowfin	Agent	Call	Charge	Commission	Contact	Customer	Financial	Market	
Processing	Rating	Service	Statement	Management					

✖ Delete
✎ Edit
☰ Menu

Name	Description			Type
Billing				
Services				
<input type="checkbox"/> Detailed Business Connect Services Report	Service Number Detailed, 4/10/2007 2:04 PM			
<input type="checkbox"/> Detailed Dial Up Services Report	Service Number Detailed, 4/10/2007 1:52 PM			
<input type="checkbox"/> Detailed Domain Services Report	Service Number Detailed, 4/10/2007 1:50 PM			
<input type="checkbox"/> Detailed DSL Services Report	Service Number Detailed, 4/10/2007 12:00 PM			
<input type="checkbox"/> Detailed Email Services Report	Service Number Detailed, 4/10/2007 1:44 PM			
<input type="checkbox"/> Detailed Iburst Services Report	Service Number Detailed, 4/10/2007 1:29 PM			
<input type="checkbox"/> Detailed Inbound Services Report	Service Number Detailed, 4/10/2007 12:11 PM			
<input type="checkbox"/> Detailed Indial Services Report	Service Number Detailed, 4/10/2007 1:37 PM			
<input type="checkbox"/> Detailed Voice Services Report	Service Number Detailed, 4/10/2007 11:29 AM			
<input type="checkbox"/> Disconnected mobile services	Disconnected Mobile Services, 14/01/2009 11:29 AM			
<input type="checkbox"/> DSL Status Changed in last 24 hours	DSL Activity View, 5/05/2008 11:03 AM			
<input type="checkbox"/> DSL status changes in the last week	DSL Activity View, 21/02/2008 11:39 AM			
<input type="checkbox"/> Lost Service Between Dates	Lost Services, 20/06/2008 1:34 PM			

☐ Corporate
 ☐ Personal
 ☐ Draft
 ☒ All
 ⊕ ⊖

Inventory

Utilibill provides a simple inventory system which allows for the management of inventory assets, this includes fields similar to the below.

This module allows customers to purchase devices from the portal and then assign monthly recurring charges or an outright purchase price to the device.

This is Hierarchical providing the ability to view the total inventory, total order, total back orders. Customers would only have access to information regarding the devices they have ordered.

Requirements:

Stock Type	Stock Amount	Brand	Product	Extras	Colour	Code	Supplier	Our Buy Ex	Markup	Price Ex	Price Inc	Frieght	
Mobile		LG	LG Prada		Black	KE850	Roadhound	\$550.00	\$10.00	\$605.00	\$665.50	\$22.00	Update
Mobile		LG	LG Shine		Silver	KU970	Roadhound	\$325.00	\$10.00	\$357.50	\$393.25	\$22.00	Update
Mobile		Motorola	Motorola		Black	HG106B00332A	Roadhound	\$43.00	\$10.00	\$47.30	\$52.03	\$22.00	Update

Ticketing system

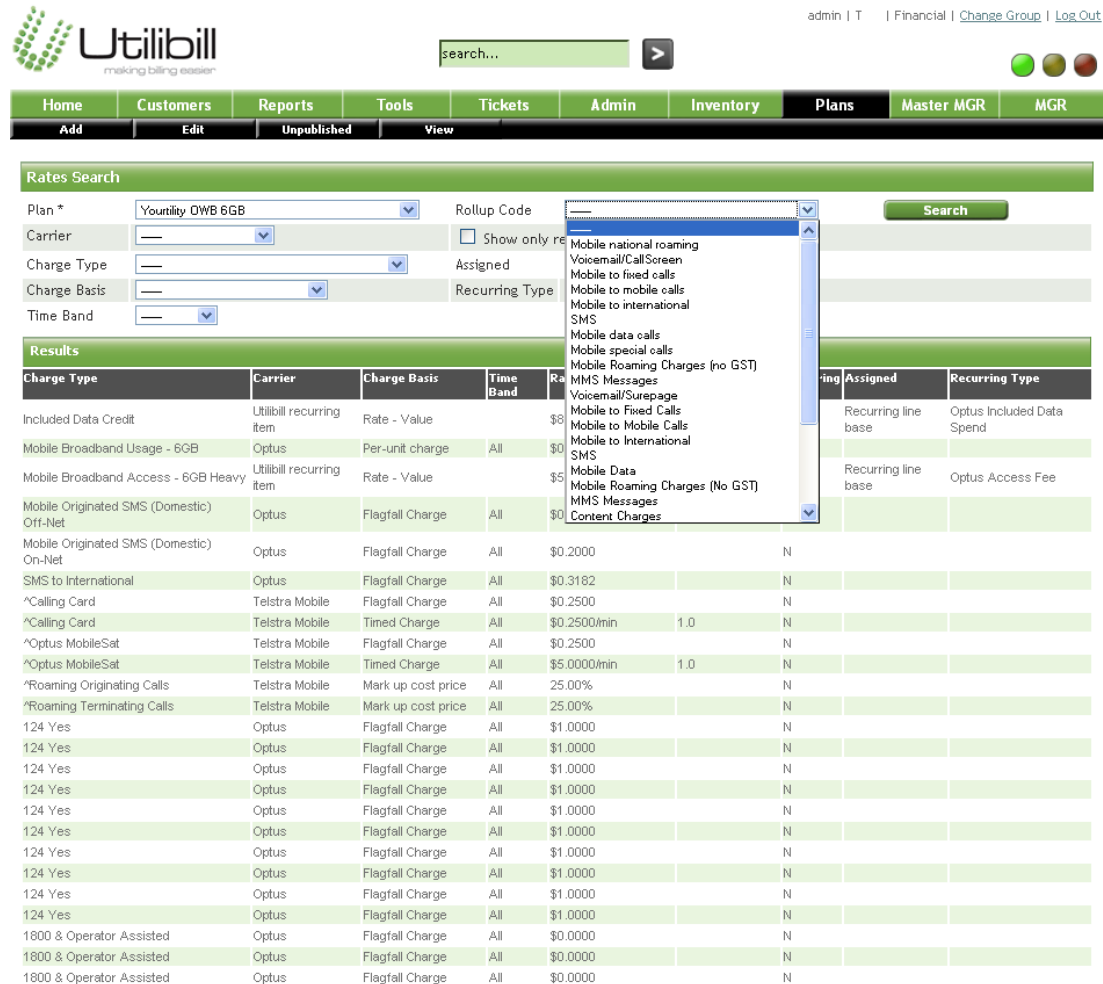
Utilibill offers a ticketing system providing departmental problem management. Service providers may see benefit in having not only a place for Customers to log their faults, requests etc. Additional benefit can be found by providing access to all internal departments that interact in any way with your operation

Consolidating ticketing means an end to email problem management!

Rate Plans and the Rate plan Tool

Utilibill provides our customers with the ability to manage their own rates plans. This is facilitated with our rate plan Wizard and associated rate plan tools.

Utilibill has a built in Rate plan tool, which allows your staff to create plans. Training will be provided on use of this highly flexible tool.



The screenshot shows the Utilibill web application interface. At the top, there is a search bar and navigation links: admin | T | Financial | [Change Group](#) | [Log Out](#). Below the navigation bar is a menu with tabs: Home, Customers, Reports, Tools, Tickets, Admin, Inventory, Plans, Master MGR, and MGR. The 'Plans' tab is selected, and the 'Add' sub-tab is active.

The 'Rates Search' section contains the following fields:

- Plan *: Youility OWB 6GB
- Carrier: [Dropdown]
- Charge Type: [Dropdown]
- Charge Basis: [Dropdown]
- Time Band: [Dropdown]
- Rollup Code: [Dropdown]
- Show only re: [Checkbox]
- Assigned: [Dropdown]
- Recurring Type: [Dropdown]

A search button is located to the right of the Rollup Code dropdown. Below the search fields is a 'Results' section with a table. The table has columns: Charge Type, Carrier, Charge Basis, Time Band, Rate, and Recurring Type. The table lists various charges and their associated details.

Charge Type	Carrier	Charge Basis	Time Band	Rate	Recurring Type
Included Data Credit	Utilibill recurring item	Rate - Value		\$8	
Mobile Broadband Usage - 6GB	Optus	Per-unit charge	All	\$0	
Mobile Broadband Access - 6GB Heavy	Utilibill recurring item	Rate - Value		\$5	
Mobile Originated SMS (Domestic) Off-Net	Optus	Flagfall Charge	All	\$0	
Mobile Originated SMS (Domestic) On-Net	Optus	Flagfall Charge	All	\$0.2000	N
SMS to International	Optus	Flagfall Charge	All	\$0.3182	N
*Calling Card	Telstra Mobile	Flagfall Charge	All	\$0.2500	N
*Calling Card	Telstra Mobile	Timed Charge	All	\$0.2500/min	1.0 N
*Optus MobileSat	Telstra Mobile	Flagfall Charge	All	\$0.2500	N
*Optus MobileSat	Telstra Mobile	Timed Charge	All	\$5.0000/min	1.0 N
*Roaming Originating Calls	Telstra Mobile	Mark up cost price	All	25.00%	N
*Roaming Terminating Calls	Telstra Mobile	Mark up cost price	All	25.00%	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
124 Yes	Optus	Flagfall Charge	All	\$1.0000	N
1800 & Operator Assisted	Optus	Flagfall Charge	All	\$0.0000	N
1800 & Operator Assisted	Optus	Flagfall Charge	All	\$0.0000	N
1800 & Operator Assisted	Optus	Flagfall Charge	All	\$0.0000	N

Bill Run / Billing & Rating

The actual bill run process is a step-by-step roll up of charges over the billing month. Tools are in place to allow you to bill all your customers or to hold back for review. Unlike many billing houses, Utilibill has a bill run reversal procedure rather than a "revert to backup" method. This has massive ramifications on the speed at which bills get out to your customers.

Payment Systems



Utilibill offer direct integration with Westpac bank, this is delivered via XCOM which will be made available to your customers should you wish to receive payments in this fashion from customers. These services will extend to BPAY, Online DD, scheduled direct Debit, Australia post and Web Pay. We integrate with All Major banks in Australia NZ and UK.

Payment IVR

Utilibill provides an integrated Payment IVR as a service. Customers dial in on a predetermined 13, 1300 or 1800 number which terminates on our hosted PBX platform. This platform prompts for the required information to facilitate an instant payment including;

- Credit Card Number
- Account Number
- Amount to pay

Using XML and web services these items are confirmed and the transaction is sent via the bank gateway. Customers are informed of a successful outcome and receipt number. Utilibill is updated immediately ensuring the customer balances are always correct.

Contact Log



Any activity regarding the provisioning, modification and cancellation of services will be recorded in the contact log along with a user identification and time / date stamp. All changes to any accounts are audited for security purposes.

Calendared reminders / Action points



Utilibill has a calendar function on each users dashboard. This enables you to have reminders pop up on the front screen. This is a key feature of Utilibill, which enables customer service representatives ensure that they provide proactive service as well as ensuring the ability to follow through on preset expectations. This is also helpful when roles are split or shared with several users.

Role based Access



Utilibill will configure 5 levels of access to the system;

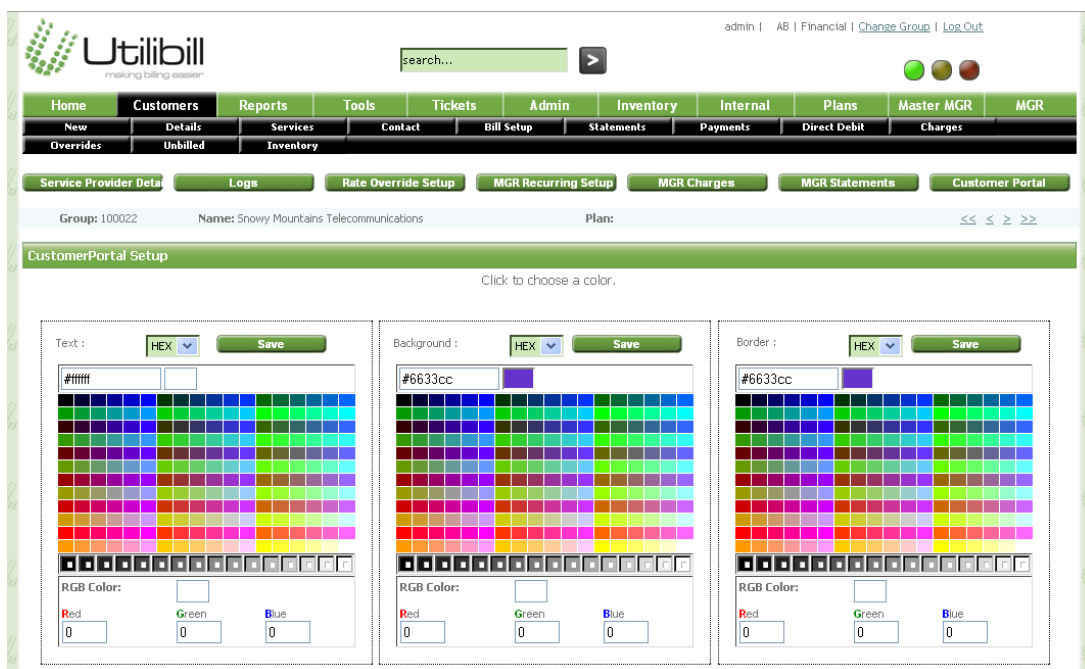
- Admin: Access all areas
- Support: Access all areas except accounts
- Finance: Access all financial information
- Service Provider view: access to SP's customers and all related information
- End Customer: web access to their account online
- Others can be defined as required.

The key message is that Utilibill's technology allows for multiple role definitions, which determine what access is made available to each user of the platform.

Web Portal

Every customer will have the ability to login to their account online and carry out the following tasks.

- View account details
- View all of their customers
- Report on usage at customer and group level
- View usage
- View billing
- View itemisation
- Download PDF



The screenshot displays the Utilibill web portal interface. At the top, the Utilibill logo and tagline 'making billing easier' are visible. A search bar is present, followed by a navigation menu with tabs: Home, Customers, Reports, Tools, Tickets, Admin, Inventory, Internal, Plans, Master MGR, and MGR. Below this, a secondary menu includes links like New, Details, Services, Contact, Bill Setup, Statements, Payments, Direct Debit, and Charges. A third row of buttons includes Service Provider Detail, Logs, Rate Override Setup, MGR Recurring Setup, MGR Charges, MGR Statements, and Customer Portal. The main content area shows 'Group: 100022', 'Name: Snowy Mountains Telecommunications', and 'Plan:'. Below this, a 'CustomerPortal Setup' section is active, featuring three color selection panels for Text, Background, and Border. Each panel includes a color picker grid, a HEX input field (currently showing #ffffff, #6633cc, and #6633cc respectively), and an RGB Color section with Red, Green, and Blue input fields (all currently set to 0). A 'Click to choose a color.' instruction is present above the panels.

The Utilibill customer portal is completely customisable. Driven by Cascading style sheets, you may alter the customer experience to suit your corporate colour scheme. This can be executed using our tool or by entering in the RGB colour for each relevant item in the Cascading Style Sheet. You can easily brand your own portal.



You have the ability to provide skins for the portal the sample below provides an example of customisation that is possible on the platform.

This task can be managed by Utilibill, alternatively access can be provided to your own web user experience team.

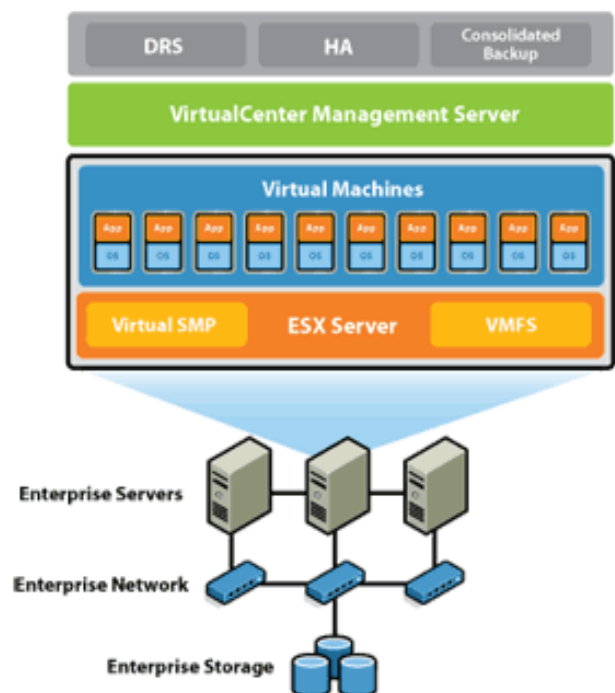
Infrastructure

Utilibill adopts leading edge technologies to deliver the highest quality infrastructure for your business needs. With our partner DELL we have delivered a robust reliable solution, which integrates the DELL Poweredge M1000 and 600 Blades with fibre attached SANs' utilising the fastest fibre disks available. The near line backups are stored on robotic tape libraries.



Utilibill is a VMWARE partner. This partnership ensures we have the highest level of expertise available for supporting the VMWARE infrastructure; in particular ESXi, which is purpose built for tight integration with the M1000 technologies.

The VMWARE technology allows our server instances to roll over from one blade to another seamlessly in the event of a blade failure Virtual Center manager makes the transition within 3 seconds. Each Utilibill instance requires not less than 4 Servers including MS SQL2005 database servers, Web Server, Billing Server and Schedule Server.



System Availability

Business Hours: 9:00am – 6:00pm AEST
Service Level Guarantee: 99.9% uptime measured monthly

After hours: Hours falling outside business hours
Service Level Guarantee: 99.9% uptime measured monthly

Maintenance: Schedule maintenance windows communicated in advance with you and are excluded from the Service level uptime guarantee with a maintenance window reporting available on request.

Comcity Capabilities Statement

Comcity is an IT services company providing outsourced IT support, cloud solutions and consultancy services to small and medium enterprise in Melbourne and Sydney. We offer a range of cost effective solutions that allow you to hand over the management of all or part of your IT systems. We guarantee the peace of mind that comes from working with an accredited professional, service orientated company.

Our consultants are cross-trained between different areas of technology to enable them to provide helpful advice and designs solutions across multi-platform, multi-vendor integration.

Customised to Your Needs

Each service can be deployed separately or collaboratively in order to deliver an integrated solution, which matches both business needs and return on investment demands.

Comcity's unique approach allows you to match your specific service requirements from a modular portfolio of fixed-cost or flexible delivery options, ranging from helpdesk support to systems backups. Overall, engaging with Comcity saves you time, money and hassle.

IT Consultancy

We cater for your every need, from providing external advice and recommendations, through to sharing our specialised expertise. Our experienced and committed IT consultants aim to guide your company in staying ahead. Through our client focused approach your dedicated Comcity account manager will advise you on the most critical issues relating to your IT systems.

IT Support

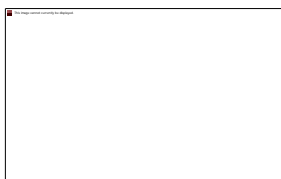
Comcity strives to provide unparalleled service quality and support. Our highly skilled national service desk will provide you with unlimited support whether it is onsite and remote. Our friendly and experienced team are available to aid you and your business. Having Comcity supporting your IT means;

- Simplify Your IT staff resources towards revenue-generating activities
- In-depth analysis of Recurring Issues
- Rapid Onsite and Remote Support
- 24x7 for Critical Issues
- Access to Comcity Client Portal



We believe Technology is no longer just a supporting enabler of business. Designed and delivered well, IT brings growth, profit and competitive advantage.

Some of our valued clients include:



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These companies are EWOV Scheme Participants. Not all of the listed companies retail to customers, but where possible, we have provided links to the websites of those currently active in Victoria.

Visit the ESC website for a [comprehensive list of energy retailers](#) operating in Victoria.

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Listen Assist Resolve