

This cost includes briefing, interviewing, supervision/management and phone call costs. It does not include coding or printing of any materials aside from those to be used for the briefing. Costs subject to change if the questionnaire length, specifications and/or quota make-up varies from that described above. Should fieldwork commence on a public holiday, penalty rates will apply in addition to the costs outlined above. Please refer to Thinkfield's Terms of Business for further information.

A separate quote will be provided for generation of data tables once DP specs have been produced in full.

Project Timeline

Estimated timeline for the completion of the project in accordance with the specifications outlined above:

- ☀ Sample or agreement to sampling procedures required three (3) days prior to field commencement, for programming to take place.
- ☀ Client to send final questionnaire and briefing notes at least three (3) days prior to field commencement for programming/ printing.
- ☀ Client to provide quotas at least three (3) days prior to field commencement for programming.
- ☀ At least one weeks' notice is required for incentives if Thinkfield to supply. Client supplied incentives to be received prior to commencement.
- ☀ It is estimated that a period of 2-3 weeks is required to complete field work.

Note: While Thinkfield have procedures in place to test the electronic script of each CATI / data entry questionnaire, we welcome additional client testing upon request. Please contact Thinkfield if you would like to arrange questionnaire testing. Thinkfield will assume client approval of our standard testing procedures as sufficient, unless we hear otherwise.

Data Delivery

In line with your specifications above, upon completion Thinkfield will provide data in SPSS and or Excel.

Once complete each client will also be provided with an electronic copy of Thinkfield's Job Summary Report, containing all specifications and outcomes of the project for your records. Hard copies can be provided upon request.

- ☀ Face to Face projects require one (1) week from completion of fieldwork if data entry is included.
- ☀ CATI projects require up to two (2) days for data delivery in SPSS/Excel/Tables

Though coding has not been requested at this point, if it is requested, further time will be required for data delivery. Should coding be requested, please note that Thinkfield will develop code frames in-house, according to the most common themes that arise through the verbatim comments made. If a client wishes to be involved in the approval of code frames please inform Thinkfield during data collection phase of the project.

Please note: The achievability of the above timeline depends significantly on our clients' ability to provide timely approvals and information relating to the data collection. Client's failure to adhere to these requirements within the above timeframe may lead to delays in project completion.

Quality in Data Collection

Thinkfield is a member of the Association of Market and Social Research Organisations (AMSRO). Thinkfield is also part of the new international standard in Market, Social and Opinion Research: ISO 20252. As such, all our systems and procedures reflect this standard.

All permanent field personnel are members of the Australian Market and Social Research Society (AMSRS) and as such are bound to abide by the AMSRS Code of Professional Behaviour and associated privacy guidelines.

Copies of certificates can be provided upon request.

Thinkfield are also bound by the Commonwealth Privacy Act (1998) and adhere strictly to the Market and Social Research Privacy Principles (M&SRPPs) developed in response to this Act.

Following data collection, Thinkfield implement the following components to ensure the highest standards in market research:

-  10% of each interviewer's work is validated;
-  **IF CODING INCLUDED** Thinkfield will verify 5% of all coded responses. If inconsistencies are unveiled Thinkfield have procedures in place to rectify the process, which include verifying a higher proportion of work and re-coding data, in the unlikely scenario that a high proportion of errors are found.
-  **IF DATA ENTRY INCLUDED** Thinkfield verify 5% of all data entered. If inconsistencies are unveiled Thinkfield have procedures in place to rectify the process, which include verifying a higher proportion of work and re-entering data, in the unlikely scenario that a high proportion of errors are found.

Trading Terms

This document represents the best efforts of Thinkfield to respond to the project specifications. The Directors of Thinkfield warrant that the information contained within the relevant quote is accurate and the project costings may be relied upon for a minimum of 90 days (unless a longer period is specified).

Important notes about our trading terms follow:

-  For long term projects payment schedules on the basis of achieved milestones will be negotiated.
-  Projects will be invoiced 50% upon commissioning.
-  Prior to the commencement of incentive based projects Thinkfield requires payment in full to cover the incentive amount. Further, a 10% handling fee is charged to cover our administration costs.
-  Invoices are payable on 14 days.
-  These terms may be varied by mutual consent.