

## Circular to Shareholders and Clerks: Building works and building closure

As only a small percentage of CCL Network users are still using CCL's POP/IMAP email services, CCL has therefore made a decision to discontinue this service and members using this service have already been notified.

The vast majority of CCL Network Users currently contract their email services directly with Quatrotech Computing Services ("QCS"), QCS are currently using an on-site Exchange service to deliver these services.

QCS have made the decision to upgrade their email services to the Microsoft Office 365 cloud based platform, this new platform provides additional, enhanced services, some of which are noted below:

- Significantly improved security which can also provide for Multi factor authentication if required (It should be noted that members requiring multi factor authentication will have the option to select an adequate plan that they feel would best suit their requirements).
- Streamlined remote access to services that is not dependant on CCL's network.
- Larger mail boxes
- Less downtime, no long periods of downtime to accommodate upgrades or equipment failure.

Moving from onsite Exchange Services to Office 365 has implications regarding domain names in that members not wishing to transition to the QCS Office 365 platform will need to change their email address if they are currently using a domain name either owned by CCL or a domain name which is owned by a Floor and that domain name is hosted on the CCL Network (of course domain names owned by Floors can be moved to other platforms but, as we understand it, this is only possible in a situation where the whole floor wishes to move their email services to a supplier other than QCS). More information regarding this point can be obtained by contacting either CCL IT staff or QCS directly.

In order to provide a streamlined and discounted service to members in the future, CCL has engaged QCS directly to provide these services in the future and, this involved a bulk billing arrangement, therefore, CCL will be invoicing Floors directly in future for email services.

The cost of providing QCS email services to CCL Member Floors will be passed onto Floors at cost and CCL believes that the future pricing is very similar on a per user basis to what members are currently paying.

These new arrangements have necessitated a change to the way in which the charges will be passed on to Member Floors compared to how they are currently charged, the details of which are below:

- CCL will only have direct billing/invoicing arrangements with the Floors, and will not be invoicing individuals directly.
- The new monthly pricing structure for Floors will be as follows:
  - Half Floor in Wentworth & Selborne (includes: Shareholders, Floor Staff, Readers who are located on the Floor) - \$378 (inc GST)

- Double Floor in Wentworth & Selborne (includes: Shareholders, Floor Staff, Readers who are located on the Floor) - \$756 (inc GST)
  - Ground Floor Wentworth (Includes Shareholders, Floor Staff, Readers who are located on the Floor) - \$677.25 (inc GST)
  - Windeyer Floors (includes Shareholders, Floor Staff, Readers who are located on the Floor)- \$299.25 (inc GST)
  - Individuals (Lockhart Members, Door Tenants & Licensees etc) - \$16.25 (inc GST) per person
- The standard CCL network fee for network users in Lockhart will remain at \$66 (inc GST) per month, for those network users wanting an Office 365 email account this will cost an additional \$16.25 (inc GST) per month increasing the total monthly charge to \$82.25 Inc GST.
  - The CCL network fee currently being charged to Members in the 8 Selborne Annex located in Law Society will not change and the additional cost of Office 365 subscriptions for those members will be \$16.25 (inc GST) per person;
  - Door tenants and associate members requiring an email account will be charged the individual fee of \$16.25 (inc GST) per month.
  - Floors will be invoiced for email services monthly in advance on the first day of each month. (CCL will not split the monthly fee if network users leave during the month)
  - As the licence fee is payable as soon as the member is added to the account, CCL will not pro-rata the monthly fee if users are added to the account mid-month.
  - Accounts added mid-month will be charged for that month in arrears on the following month's bill.
  - All requests to add additional individual accounts to a Floor Account must come through the Floor Clerk (or a staff member nominated by the Clerk); All support requests for non-shareholders must also come through the Floor Clerk (or a staff member nominated by the Clerk);
  - If a shareholder licences their room but wishes to retain their email account then the Licensee will be charged the individual fee of \$16.25 (inc GST) per month.
  - Queen's Square Chambers will need to make independent arrangements for the provision of future email services but are welcome to negotiate with QCS directly;
  - Users will receive the base Office 365 license. Users wishing to upgrade their license to utilise additional services and features will need to negotiate directly with QCS.
  - Departing shareholders will receive three months of email forwarding at no additional cost.
  - Door tenants and licensees requiring email forwarding will be charged at a rate of \$16.25 (inc GST) per month, to be charged on Floor Accounts and this service is only available at the direction of individual floors;
  - Email forwarding is only available for a maximum period of 3 months after network users leave the CCL Network;
  - Floors must provide seven days notice prior to the end of the month for users who are leaving the network otherwise the full monthly charge is payable for the following month;
  - As a gesture of goodwill, CCL will continue to provide the NSW Barristers Clerks Association with an email account free of charge.
  - Pursuant to CCL's Network terms & conditions, End-of-life hardware and software is not supported on the CCL Network.
  - The setup cost for new users, including configuring the email account on user devices and future support, will be charged directly to Floors by Quatrotech (as is the present arrangement).
  - In future CCL will triage incoming email support requests and assign requests to QCS, service requests to be made through CCL's tenant portal or by telephoning CCL's offices.
  - Any increases to licence fees from Microsoft will be passed on to floors at-cost

Gary Bacon from QCS together with a representative from the CCL IT Department will make arrangements over the coming two weeks to meet with all Floor Clerks individually to discuss this matter further and to also discuss the issues relating to domain names (as noted above). In addition, QCS will circulate further information to Floors relating to the additional services that are available on the Office 365 platform.

For Floors currently using the QCS Exchange service who opt to upgrade to the QCS Office 365 platform we expect that the transition will have minimal disruption and be almost seamless, QCS will provide members with instructions to assist with this migration.

CCL expects that this migration will take about 3 months to complete. If you require any further information relating to the above please do not hesitate to contact either CCL IT staff or QCS directly.

We will be in touch further over the coming week or so to make appointments with Clerks.

Kind regards,  
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