

## Service Rates For Business

When providing IT support, we offer flexibility in choosing your plan.

- Pay as you go, pre-pay, or open an account with us.
- For all services, any additional expenses such as parts will be invoiced separately.
- All prices include GST.

Support Description.	Price
<b>Normal Service (inc support and installations)</b> Servers, PC's, Notebooks, Switches, Routers and all Printers. Same day or next day guaranteed.	<b>\$88.00 per hour.</b>
<b>Dedicated Xpress Service</b> Guaranteed 1 hour response	<b>\$198.00</b> for 1 <sup>st</sup> hr. Additional time charged at \$44.00 per 30 mins.
Additional Services	Price
Remote Administration (conditions apply)	<b>\$88.00</b> per hr flat rate
Phone Support	<b>\$22.00</b> per 15 min increments
Callout	<b>\$55.00</b>

## Prepaid Support

Prepaid Support is ideal for customers who would like the flexibility and added savings on their IT investment.

Prepaid Rates based on Normal Service Rate of	Price
<b>Prepaid 10h</b> - prepay 10 hours and save 20%	<b>\$704.00</b>
<b>Prepaid 20h</b> - prepay 20 hours and save 30%	<b>\$1232.00</b>
<b>Prepaid 30h</b> - prepay 30 hours and save 40%	<b>\$1584.00</b>

## Onsite Support Plan Rates

Onsite Support Plans are ideal for customers who require a technician onsite regularly. Plans are charged at a reduced rate of \$80.00 per hour including any additional work (installations, upgrades, etc).

Business Plans	Onsite Time	Monthly Rate
<b>Bus 1-5</b> - 1 to 5 computers	2 hrs per fortnight	<b>\$320.00</b>
<b>Bus 5-10</b> - 5 to 10 computers	2 hrs per week	<b>\$640.00</b>
<b>Bus 10-20</b> - 10 to 20 computers	4 hrs per week	<b>1280.00</b>
<b>Tailored</b> - to suit your IT requirements		<b>POA</b>

For further information regarding our prices, please call us on 02 9920 5775.

\* Due to Government regulation, GST is now payable on that part of the service charge which covers dates beyond 1ST JULY 2000. Please be aware that this charge is payable to the Australian Government following legislation to that effect and we have no choice but to pass it on to the customer.