



## CASUAL SERVICE RATES

### TECHNICIAN (without maintenance contract)

Callout Fee:	\$104.50
4 hour response:	+50% increase on Labour & Callout charges
8:30am to 5:00pm:	\$165.00 per hour (min 1hr charge) in 15 minute increments
Standard Day:	7 hours on site
Extra time:	\$207.00 per hour
Phone call support:	\$165.00 per hour billed in 15 minute increments

### ENGINEER (MCSE)

Callout Fee	\$214.50
4 hour response:	+50% increase on Labour & Callout charges
8:30am to 5:00pm:	\$297.00 per hour (min 1hr charge) in 15 minute increments
Standard Day:	7 hours on site
Extra time:	\$385.00 per hour

## CONTRACT SERVICE RATES

Please contact our office for the current schedule.

We also provide maintenance programmes that allow flexibility and reliability in the maintenance of your network. Instead of being reactive, this allows scheduled maintenance, planning and review of both hardware and software.

### THESE PRODUCTS ALLOW

- Monthly block hours to be purchased at a lower rate than our scheduled fees.
- Two previous months of unused hours to be used in the third month.
- Priority response times as a contract customer.
- Preventative work to maintain client productivity.

**Rate Schedule Effective 1st January 2014 – All Prices Are Including GST**

## Innovative IT Solutions for **Small to Medium Enterprises**

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