



## Schedule of Hourly Rates

(All prices are GST exclusive)

Effective 1st June 2023

### Technical Support

#### Help Desk / Remote Support

|   |                |
|---|----------------|
| Support Rate  | \$192 per hour |
| Senior Support Rate   | \$236 per hour |
| Urgent 1 Hour Service Response (in addition to applicable rate above) | \$96           |

#### Onsite Support

*\* Minimum 1 hour charge*

|                                    |                |
|------------------------------------|----------------|
| Support Onsite Call Out Fee        | \$96           |
| Support Rate *                     | \$192 per hour |
| Senior Support Onsite Call Out Fee | \$117          |
| Senior Support Rate *              | \$235 per hour |

#### TechAssist (Full Day Hire)

|             |                 |
|-------------|-----------------|
| Standard ** | \$1,123 per day |
| Senior **   | \$1,337 per day |

\*Rates apply depending on job complexity and level of technician. Technicians working on complex tasks such as server installs - configuration, WAN - LAN - router configuration, firewalls, network design and advanced trouble shooting will be charged at the "Senior Support" rate. Where the site is located more than 40 kilometers from the IT Services Brisbane office or Brisbane CBD, the applicable hourly rate will apply for travel time instead of the Call Out Fee.

\*\* Minimum commitment of 3 days scheduled in advance (daily, weekly, or monthly). Support tasks only - project tasks are based on our standard hourly rate. Where the site is located more than 40 kilometers from the IT Services Brisbane office or Brisbane CBD, the applicable hourly rate will apply for travel.

### Consulting Services

|                                   |                |
|-----------------------------------|----------------|
| vCIO and Security Consulting Rate | \$278 per hour |
| Senior Consulting Rate            | \$331 per hour |

### Emergency Onsite Callouts

|   |       |
|---|-------|
| 2 Hour Response Call Out Fee (when lodged within IT Services Brisbane Business Hours) | \$192 |
| After Hours Callout Fee (at other times, including Saturday & Sunday)                 | \$260 |

The above emergency callout fees are in addition to the applicable hourly rate. Business hours are 9am to 5pm Monday to Friday.

### After Hours Support

*\*\* Onsite - Minimum 1 hour charge, Remote - Minimum 30 minute*

|   |                       |
|---|-----------------------|
| Weekdays 6am – 9am and 5pm – 10pm **            | 1.5 x applicable rate |
| Saturday 7am – 6pm **                           | 1.5 x applicable rate |
| Sunday 7am – 6pm **                             | 1.8 x applicable rate |
| All Other Times (Minimum 2-hour charge applies) | 2.0 x applicable rate |

IT Services Brisbane business hours are 7am to 6pm Monday to Friday. A call out fee applies for all onsite support. A technician will not always be available after hours. Planned outside hours work must be pre-arranged.