

Schedule of Rates - Q1 2007

Service	Casual Customers	Priority Service Agreement Customers
On site Technical Support, Installations General Consulting	(per hour ex-GST)	(per hour ex-GST)
- Business hours <ul style="list-style-type: none"> o 9am – 5pm, Mon - Fri 	\$110	\$100
- Outside business hours (Band 1) <ul style="list-style-type: none"> o 7am – 9am, Mon – Fri o 5pm – 7pm, Mon – Fri o 9am – 12pm, Sat 	\$130	\$120
- Outside business hours (Band 2) <ul style="list-style-type: none"> o All other hours and public holidays 	\$200	\$150
<i>NOTE: Minimum charge, including travel</i>	60 min Business Hours 1 Hour - Band 1 2 Hours - Band 2	30 min Business Hours 1 Hour - Band 1 2 Hours - Band 2
Help Desk and Remote Support		
- Business hours <ul style="list-style-type: none"> o 9am – 5pm, Mon – Fri 	\$110	\$100
- Outside business hours (Band 1) <ul style="list-style-type: none"> o 7am – 9am, Mon – Fri o 5pm – 7pm, Mon – Fri o 9am – 12pm, Sat 	\$130	\$120
- Outside business hours (Band 2) <ul style="list-style-type: none"> o All other hours and public holidays 	\$200	\$150
<i>NOTE: Minimum charge</i>	15 min Business Hours 30 Minutes - Band 1 1 Hour - Band 2	6 min Business Hours 15 Minutes - Band 1 1 Hour - Band 2

Additional Note: Payment via direct deposit or cheque is preferred. Credit card payments will attract an additional 3% fee to cover the transaction fee charged by financial institutions.