

## Schedule of Rates 2014

Service	Casual Customers	Priority Service Agreement Customers
<b>On site Technical Support, Installations General Consulting</b>	(per hour ex-GST)	(per hour ex-GST)
- Business hours o 9am – 5pm, Mon - Fri	\$120	\$110
- Outside business hours (Band 1) o 7am – 9am, Mon – Fri o 5pm – 7pm, Mon – Fri o 9am – 12pm, Sat	\$145	\$135
- Outside business hours (Band 2) o All other hours and public holidays	\$220	\$165
<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
<b>Help Desk and Remote Support</b>		
- Business hours o 9am – 5pm, Mon – Fri	\$120	\$110
- Outside business hours (Band 1) o 7am – 9am, Mon – Fri o 5pm – 7pm, Mon – Fri o 9am – 12pm, Sat	\$145	\$135
- Outside business hours (Band 2) o All other hours and public holidays	\$220	\$165
<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.