

CONSULTATION, DEPLOYMENT & SERVICE PRICING



Phone: 1300 622 843

Enquiries: info@techhelpdirect.com.au

Support: support@techhelpdirect.com.au

Remote & Onsite Support, ICT Consultation, Technical Services and Training - Per Hour			Hourly	Day Rate
Code	Product	Description	incl GST	incl GST
LABOUR/HR	Remote & Onsite - per ICT Specialist	PAYG remote or onsite technical support & installation – Standard Rate	\$150.00	\$1,200.00
LABOUR/HR-OO	Remote & Onsite - per ICT Specialist	PAYG remote or onsite technical support & installation – Out of Office**	\$175.00	\$1,400.00
LABOUR/HR-ES	Remote & Onsite - per ICT Specialist	PAYG remote or onsite technical support & installation – Emergency Support***	\$275.00	\$2,200.00

Onsite Support and Technical Services - Travel Fees			Fixed	Hourly
Code	Product	Description	incl GST	incl GST
SERCALL1	Onsite Support – Service callout	Call out fee for metropolitan* areas only.	Free	Free
SERCALL2	Onsite Support – Service callout	Call out fee 30 - 60 km from metropolitan* areas.	\$45.00	N/A
SERCALL3	Onsite Support – Service callout	Call out fee 61- 90 km from metropolitan* areas.	\$90.00	N/A
SERCALL4	Onsite Support – Service callout	Call out fee 90 - 120 km from metropolitan* areas.	\$135.00	N/A
TRAVELFEE	Onsite Support – Extended travel	Extended travel over 120 km, accommodation, flights, ferries, transfer fees, taxi, train or other travel. Hourly travel time is added to the cost of travel service.	Organised by or billed to client.	\$50.00
PARKFEE	CBD Parking	If a parking space can not be provided, clients in CBD areas will incur an additional charge for parking expenses.	Costs passed on to client.	N/A

In-house Repairs and Technical Services			Fixed	Hourly
Code	Product	Description	incl GST	incl GST
LABOUR/HR	In-house Technical Services - per hour	For all in-house repairs or service work.	N/A	\$150.00
LABOUR/HR	In-house Technical Services - diagnostic fee	Diagnostic and quotation fee.	\$75.00	N/A
COL/DEL	Travel fees - collect and / or delivery	Collect or deliver computer and/or equipment within 30 km of office.*****	\$30.00 (each way)	N/A
PRIORITY	In-house Technical Services - Priority	Prioritise over other pending jobs if necessary for fast turn-around time.	\$150.00	N/A

Terms & Conditions - Next Page



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Pre-Paid Remote & Onsite Support and Technical Services			Package	Hourly Rate
Code	Product	Description	incl GST	incl GST
PACKBUS20 PACKEDU20	Pre-Paid – 20 Hours Business Package Pre-Paid – 20 Hours Education Package	Remote or onsite technical support, installation or training for Business or Education (Standard rate) - 'Next available' response'. ****	\$2,800.00	\$140.00
PACKENT50 PACKEDU50	Pre-Paid – 50 Hours Enterprise Package Pre-Paid – 50 Hours Education Package	Remote or onsite technical support, installation or training for Business or Education (Standard rate) - 'Next available' response'. ****	\$7,000.00	\$140.00
PACKCOM100	Pre-Paid – 100 Hours Complete Package	Remote or onsite technical support, installation or training for Business or Education (Standard rate) - 'Next available' response'. ****	\$13,500.00	\$135.00
SLA/MONTHSUP	Managed ICT Services (Monthly Support Package with SLA)	Remote or onsite technical support, installation or training for Business. Customised Service Level Agreement (SLA). Requires initial consultation.	Quote upon consultation	Quote upon consultation

Terms & Conditions.

* Metropolitan area is defined as up to 30km from our Fortitude Valley, Brisbane or Bundall, Gold Coast office.

** 'Out of Office' hours are defined between 5.30pm - 10.00pm & between 6.30am - 8.30am on business days (Monday to Friday) and Saturday between 8.30am - 5.30pm.

*** 'Emergency Support' hours are defined between 10.00pm - 6.30am (Monday to Friday), 12.00am - 8.30am & 5.30pm - 11.59pm (Saturday) and all day on Sunday and public holidays.

**** Pre-paid support package hours are priced per Level 1 ICT Engineer. Support package credit can be utilised for Level 2 ICT Engineers with a \$50.00 per hour loading on the displayed rate.

***** Collect or delivery of computer equipment outside of 30 km are subject to additional service call out rates in the "Onsite Support and Technical Services - Travel Fees" section.

- Day rates are based on 8 hours labour per day.

- All hours are standard business hours between 8.30am and 5.30pm as shown on our website. All remote work is a minimum of 30 minutes labour and billed in 15 minutes increments thereafter.

- All onsite work and consultation are charged as a minimum of one hour, then in 15 minutes increments thereafter. Additional fees for a service call out may apply.

- Appointments cancelled within two (2) hours of scheduled time incur a minimum service fee of one (1) hour labour.

- Effective 1st July 2017. We reserve the right to alter pricing and services at any time.



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