

# SCHEDULE OF RATES

Resource Roles	Basic Task Guide <sup>i</sup>	Rate per hour	Rate per day
Technician	Desktop repairs and support, Basic server admin tasks	\$120.00	\$700.00
Systems Engineer	Networking, Server configuration, Backups, Security, Server maintenance, Application, and Web Development	\$145.00	\$880.00
Senior Systems Engineer	Complex server configuration, Virtualization, Citrix, CISCO, Storage, Voice, Application Developer Senior	\$195.00	\$1080.00
Project Manager	Co-ordinate and manage projects	\$145.00	\$880.00
On-site Call Out	Within Service Zone	\$95.00	Included
Travel	Outside Service Zone or beyond 50km of resource	50%	Included

## Hours

Standard Hours and Day Rate:  
Monday to Friday, 8:30 - 17:30  
(excluding public holidays)

Extended Hours:  
Monday to Friday, 7:00 - 8:30 and 17:30 - 22:00  
Saturday, 7:00 - 22:00  
(excluding public holidays)

Emergency Hours:  
Monday - Saturday, 0:00 - 7:00 and 22:00 - 24:00  
Sunday and Public Holidays, 0:00 - 24:00

## Billing Rate Variations

- Extended hours charged at 1.5x standard rates minimum 30 mins remote or 1 hour on-site
- Emergency hours charged at 2x standard rates minimum 1 hour remote or 4 hours on-site
- Remote support hours are current Australian Eastern time
- On-site support hours are in local time
- All rates quoted exclude GST
- Standard Terms & Conditions apply

<sup>i</sup> Refer to standard [terms and conditions](#) for a detailed description.