

# CONSULTATION, DEPLOYMENT & PROJECT PRICING



Phone: 1300 622 843

Enquiries: info@techhelpdirect.com.au

Support: support@techhelpdirect.com.au

PAYG Organisational Remote & Onsite Support, Consulting, Technical Services and Training - Per Hour			Hourly	Day Rate
Code	Description	Product	incl GST	incl GST
LABOUR/HR1	Technical support, installation & consulting services – Business Hours*	Remote & Onsite - per ICT Specialist	\$165.00	\$1,320.00
LABOUR/HR2	Advanced technical support, strategy & project management – Business Hours*	Remote & Onsite - per ICT Engineer / Manager	\$220.00	\$1,760.00
LABOUR/HR-OO1	Technical support, installation & consulting services – Out of Office Hours**	Remote & Onsite - per ICT Specialist	\$220.00	\$1,760.00
LABOUR/HR-OO2	Advanced technical support, strategy & project management – Out of Office Hours**	Remote & Onsite - per ICT Engineer / Manager	\$275.00	\$2,200.00
LABOUR/HR-ES1	Technical support, installation & consulting services – Emergency Support***	Remote & Onsite - per ICT Specialist	\$275.00	\$2,200.00
LABOUR/HR-ES2	Advanced technical support, strategy & project management – Emergency Support***	Remote & Onsite - per ICT Engineer / Manager	\$350.00	\$2,800.00

Onsite Support, Consulting, Technical Services and Training - Travel Fees			Fixed	Hourly
Code	Description	Product	incl GST	incl GST
SERCALL1	Call out fee for metropolitan^ areas only (up to 20 km from our offices).	Onsite Support – Service callout (< 20 km)	\$45.00	N/A
SERCALL2	Call out fee 21 - 40 km from metropolitan^ areas.	Onsite Support – Service callout (21 - 40 km)	\$65.00	N/A
SERCALL3	Call out fee 41 - 60 km from metropolitan^ areas.	Onsite Support – Service callout (41 - 60 km)	\$85.00	N/A
SERCALL4	Call out fee 61 - 90 km from metropolitan^ areas.	Onsite Support – Service callout (61 - 90 km)	\$115.00	N/A
SERCALL5	Call out fee 91 - 120 km from metropolitan^ areas.	Onsite Support – Service callout (91 - 120 km)	\$145.00	N/A
TRAVELFEE	Extended travel over 120 km, accommodation, flights, ferries, transfer fees, taxi, train or other means of travel. Hourly travel time is added to the cost of travel service.	Onsite Support – Extended travel	Organised by client or billed to client.	\$60.00
PARKFEE	If a parking space can not be provided, clients in CBD areas will incur an additional charge for parking expenses.	CBD Parking	Costs passed on to client.	N/A

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Pre-Paid Organisational Remote & Onsite Support, Consulting, Technical Services and Training			Package	Hourly Rate
Code	Description	Product	incl GST	incl GST
PACKBUS20	Remote or onsite technical support, installation, consulting or training for organisations (Business Hours*) - 'Next available' response. ^^	Pre-Paid – 20 Hours – Business Package ^^	\$3,000.00	\$150.00
PACKENT50	Remote or onsite technical support, installation, consulting or training for organisations (Business Hours*) - 'Next available' response. ^^	Pre-Paid – 50 Hours – Enterprise Package ^^	\$7,250.00	\$145.00
PACKCOM100	Remote or onsite technical support, installation, consulting or training for organisations (Business Hours*) - 'Next available' response. ^^	Pre-Paid – 100 Hours – Complete Package ^^	\$14,000.00	\$140.00
SLA/MONTHSUP	Remote or onsite technical support, installation, consulting or training for organisations (Customised Service Level Agreement) - Requires initial consultation.	Managed ICT Services (Monthly Support Package with SLA)	Quote upon consultation	Quote upon consultation

In-house Repairs and Technical Services			Fixed	Hourly
Code	Description	Product	incl GST	incl GST
LABOUR/HR-INH	For all in-house repairs or service work.	In-house Technical Services - per hour	N/A	\$165.00
LABOUR/HR-INH	Diagnostic and quotation fee.	In-house Technical Services - diagnostic fee	\$75.00	N/A
COL/DEL	Collect or deliver computer and/or equipment within 20 km of office.^^^	Travel fees - collect and / or delivery	\$45.00 (each way)	N/A
PRIORITY-INH	Prioritise over other pending jobs if necessary for fast turn-around time.	In-house Technical Services - Priority	\$150.00	N/A

## Terms & Conditions

\* 'Business Hours' are defined between 8.30am - 5.30pm, Monday to Friday (business days).

\*\* '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 on business days (Monday to Friday), between 12.00am - 8.30am & 5.30pm - 11.59pm on Saturday, and all day on Sunday and public holidays.

^ 'Metropolitan' area is defined as within 20 km from our Fortitude Valley, Brisbane or Bundall, Gold Coast office.

^^ - Pre-paid support package hours are priced per ICT Specialist in *Business Hours* only. There is a 12-month expiry period on pre-paid support packages.

- Pre-paid support package credit may be utilised for ICT Engineers / Managers with a \$55.00 (including GST) per hour loading on the displayed rate.

- *Out of Office Hours* or *Emergency Support* labour may be subtracted from the pre-paid credit as per the '*PAYG Organisational Remote & Onsite Support, Consulting, Technical Services and Training - Per Hour*' pricing.

^^^ Collection or delivery of computer equipment outside of 20 km are subject to additional service call out rates in the '*Onsite Support, Consulting, Technical Services and Training - Travel Fees*' section.

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

- All remote work is a minimum of 30 minutes labour and billed in 15 minute increments thereafter.

- All onsite work and consultations are billed as a minimum of one (1) hour, then in 15 minute increments thereafter. Additional fees for the service callout will apply.

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

- Pricing effective as of 1st January 2018. We reserve the right to alter pricing and services at any time.



[www.techhelpdirect.com.au/business-pricing](http://www.techhelpdirect.com.au/business-pricing)