

HOME IT SUPPORT, INSTALLATION & TRAINING PRICING



Phone: 1300 622 843

Enquiries: info@techhelpdirect.com.au

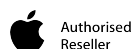
Support: support@techhelpdirect.com.au

PAYG Home Remote & Onsite Support, Installation, Technical Services and Training - Per Hour			Hourly	Day Rate
Code	Description	Product	incl GST	incl GST
LABOUR/HR-H	Technical support, installation & training services – Business Hours*	Remote & Onsite - per ICT Specialist	\$150.00	\$1,200.00
LABOUR/HR-OO-H	Technical support, installation & training services – Out of Office Hours**	Remote & Onsite - per ICT Specialist	\$200.00	\$1,600.00
LABOUR/HR-ES-H	Technical support, installation & training services – Emergency Support***	Remote & Onsite - per ICT Specialist	\$250.00	\$2,000.00

Onsite Support, Installation, Technical Services and Training - Travel Fees			Fixed	Hourly
Code	Description	Product	incl GST	incl GST
SERCALL1	Call out fee for metropolitan^ areas (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

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	\$150.00
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 - Next Page



SONOS CUJO



www.techhelpdirect.com.au/home-pricing

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Home IT Services vs. Business IT Services

Many people now run their businesses from home, so it is important that we clarify the difference between a *Home Client* and a *Business Client*, as these services do incur different fees due to the expertise of team members that may be deployed for the task.

If you fit the criteria of two (2) or more "Business Client" points below, you are classified as a business-related client and will be subject to the pricing of our business support services (with a more advanced ICT Specialist deployed). Our **Business Support Pricing** can be found at: www.techhelpdirect.com.au/business-pricing

Are you a Home Client or a Business Client?	
Home Client	Business Client
You would like to be invoiced in your <u>personal name</u> .	You would like to be invoiced in a <u>business or organisations name</u> .
We are assisting you with personal computing issues, software or maintenance.	We are assisting with business mobile application or business-related computer or cloud software.
We are assisting you with personal IT ability development training (e.g. organising photos or videos).	We are providing you and/or other staff members with training for optimal use of business systems.
We are optimising your home media experience (e.g. Sonos speakers, iTunes or Apple TV).	We are configuring a server or network in your home office.
We are assisting with family security restrictions on your network (e.g. blocking sites for children).	We are assisting with business shared file services (cloud or locally).
We are assisting you with optimisation of your children's computers.	We are optimising work-related software (e.g. Parallels or VMWare Windows virtual machine).
We are assisting you with optimisation of your home network (including wireless network).	We are assisting you remote access to your home office computer or to an office server.
We are assisting you with backup for your home computer.	We are assisting you with backup for your work computer (locally and to cloud).
We are assisting you with synchronisation services using your personal account (e.g. iCloud, Outlook.com, Gmail or Yahoo) on multiple devices.	We are assisting you with synchronisation services using your work account (e.g. Google G Suite or Microsoft Office 365) on multiple devices.

Terms & Conditions

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

** 'Out of Office Hours' are defined between 6.30am - 8.30am & between 5.30pm - 10.00pm 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), 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.

^^ 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.



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