

A1 Computing Solutions – Schedule of Charges

Effective Monday 15th August 2005

All prices listed are exclusive of GST

<p>In-house service A1's service and repair of computers, notebooks and printers.</p>	\$50 for the first half-hour and \$80 per hour thereafter.
<p>On-site scheduled visit (Printer) A visit booked in advance and not requiring an immediate response</p>	\$110 per hour
<p>On-site scheduled visit (standard) A visit booked in advance to address issues relating to computers, notebooks or a network and not requiring an immediate response</p>	\$120 per hour – network engineer \$130 per hour – senior network engineer
<p>On-site scheduled visit (full day) A visit booked in advance to address issues relating to computers, notebooks or a network and not requiring an immediate response</p>	\$850 – network engineer \$960 – senior network engineer
<p>Critical support (on-site) A visit requiring an immediate response to address issues relating to computers, notebooks or a network.</p>	\$160 per hour – network engineer \$180 per hour – senior network engineer
<p>Critical support (remote) A situation requiring an immediate response to address issues relating to printers, computers, notebooks or a network, but not requiring an on-site visit.</p>	\$120 per hour – network engineer \$130 per hour – senior network engineer
<p>Telephone Support – not remote support A situation requiring technical or practical guidance relating to printers, computers, notebooks or a network, but not requiring an on-site visit.</p>	\$80 per hour
<p>Telephone Support – 10 hour block A block of time to be used in situations requiring technical or practical guidance relating to printers, computers, notebooks or a network, but not requiring an on-site visit. Valid for 12 months from date of purchase.</p>	\$700
<p>Telephone Support – 20 hour block A block of time to be used in situations requiring technical or practical guidance relating to printers, computers, notebooks or a network, but not requiring an on-site visit. Valid for 12 months from date of purchase.</p>	\$1200
<p>Network Consultancy – not pre-sales Technical or practical advice re network infrastructure and configuration, eg the performance of a network audit and the documentation of recommendations and/or preparation of a strategic plan for IT.</p>	\$120 per hour – network engineer \$130 per hour – senior network engineer

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<p>Education Remote Support (1 hr per month) annual</p> <p>The monthly provision of remote support via a dial-in service whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid annually in advance, conditions apply</p>	\$1200 per annum
<p>Pro Care Scheduled Support Annual 30⁻</p> <p>The monthly provision of two hours of on-site support whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid annually in advance, includes travel to and from the client up to a distance of 30 km from the GPO.</p>	\$2400 per annum
<p>Pro Care Scheduled Support Annual 30⁺</p> <p>The monthly provision of two hours of on-site support where the distance of the client from the GPO exceeds 30 km and whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid annually in advance, excludes travel to and from the client.</p>	\$2400 per annum plus travel
<p>Pro Care Scheduled Support Monthly 30⁻</p> <p>The monthly provision of two hours of on-site support whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid monthly in advance, includes travel to and from the client up to a distance of 30 km from the GPO.</p>	\$300 per month
<p>Pro Care Scheduled Support Monthly 30⁺</p> <p>The monthly provision of two hours of on-site support whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid monthly in advance, excludes travel to and from the client.</p>	\$300 per month plus travel
<p>Education Pro-active scheduled maintenance 30⁻</p> <p>The provision of four hours of on-site support each term, whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid annually in advance, includes travel to and from the client up to a distance of 30 km from the GPO.</p>	\$2000 per annum
<p>Education Pro-active scheduled maintenance 30⁺</p> <p>The provision of four hours of on-site support each term, whereby routine network maintenance is performed. Functions performed include anti-virus maintenance, service patch roll-outs network integrity checks. Paid annually in advance, excludes travel and accommodation.</p>	\$1600 per annum plus travel
<p>SystemSkan – network policy enforcement tool</p>	Prices available on request.
<p>SystemSkan monthly reporting, PIA annually.</p> <p>The provision of monthly reports on network usage and policy adherence as monitored by SystemSkan</p>	\$300 per annum

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