



RATE SCHEDULE

CONTENTS

STANDARD RATE	2
MANAGED SERVICES DISCOUNTS.....	2
BNI DISCOUNTS	3
NON-PROFIT DONATIONS.....	3
WHAT IS PREVENTATIVE MAINTENANCE?	3
WHAT ARE THE GUARANTEED RESPONSE TIMES?	3
CAN I GET FAST SUPPORT AS A CASUAL CLIENT?	3
HOW DO WE RECEIVE OUR INVOICES?.....	3

STANDARD RATE

To make it easy, all our support services work back from this standard rate.

The following is the Standard Hourly Rates for all casual clients.

By default, all casual clients start with Level 1 support.

Level 1 Standard Rate	\$75
Level 2 Standard Rate	\$150
Emergency Rate	\$300

MANAGED SERVICES DISCOUNTS

The Managed Services Hourly Rate applies to any adds, moves, or changes or any work outside the Managed Services Agreement scope.

The "Hourly Rate" column shows what a typical remote or onsite hour of labour would cost at the discounted rate.

Service Level	Price	Discount	Hourly Rate
Level 1	\$75	50%	\$38
Level 2	\$150	50%	\$75
Emergency	\$300	50%	\$150

BNI DISCOUNTS

All BNI members will receive a 10% discount on all products and services.

NON-PROFIT DONATIONS

While we do not offer non-profit discounts, we do offer a 15% donation based on the monthly managed services contract and paid out quarterly.

WHAT IS PREVENTATIVE MAINTENANCE?

For clients on our Managed Services plans, we perform regular maintenance (e.g., clearing excessive log files) on your Servers and Workstations in line with our best practices to make sure they are kept in top condition.

WHAT ARE THE GUARANTEED RESPONSE TIMES?

All issues from clients on our Managed Services plans are managed through our Helpdesk as outlined in our Managed Services Agreement.

If you choose a Casual Plan, we will help you as fast as we can, however it will be on a "best effort" basis as we need to give priority to clients on our Managed Services plans.

CAN I GET FAST SUPPORT AS A CASUAL CLIENT?

Absolutely, we have an option to upgrade any of your tickets to a "Critical" issue with an "Emergency Ticket Upgrade".

This means we'll treat your issue with our absolute highest priority.

Make sure you call us to open the service request and ask us to give this ticket an "Emergency Ticket Upgrade". The emergency hourly charge will be added to your invoice.

HOW DO WE RECEIVE OUR INVOICES?

If you choose a Managed Services plan, you will be emailed your monthly Invoice on the first of the month. As Managed Services Agreements are a pre-paid agreement.

If you choose a Casual plan, we invoice weekly for all tickets closed over the previous week.