

Schedule of Charges

Version 2025

Outlined below are our current fees and charges.

Fee Description	Billing Increment	Rate
Flat Call-Out Fee (up to 50 km)	Flat Fee	\$135.00
Travel > 50 km	Hourly (one-way)	\$135.00 + \$80/hr travel
Business Hours Onsite/Remote Support	Per 15 minutes	\$160/hr
After Hours Emergency Support	Minimum 1 hour, then per 15 minutes	\$320/hr

Notes:

- Rates are in \$AUD and quoted exclusive of GST.
- The rates as noted in this Schedule of Charges are subject to change in accordance with your SLA.
- Our business hours are Mon-Friday 8:30am to 5:00pm.
- Travel is calculated from our support office location of U3/20-24 Riverland Drive, Loganholme, 4129.