

Schedule of Charges

Version 2025

INTRODUCTION

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 Minimum 1 hour,	\$160/hr
After Hours Emergency Support	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.

Please feel free to contact us if you have any questions or concerns.

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