

Hourly Rate Fee Schedule

The following rates apply to all **Hourly Rate** services, unless otherwise specified in a Statement of Work.

Ad Hoc Technical Support

Service Desk Services

Time of Service	Type of Service	Hourly Rate (ex GST)
Standard Business Hours	All	\$180
Outside of Standard Business Hours	Scheduled work	\$225
	Unscheduled / Emergency work	\$325
Call-out fees for onsite support	Metro	\$75
	Regional / Rural by vehicle	Travel time at hourly rates By agreement
	Other	

System Operations Services

Time of Service	Type of Service	Hourly Rate (ex GST)
Standard Business Hours	All	\$255
Outside of Standard Business Hours	Scheduled work	\$300
	Unscheduled / Emergency work	\$400
Call-out fees for onsite support	Metro	\$75
	Regional / Rural by vehicle	Travel time at hourly rates By agreement
	Other	

Professional Services, Projects and Consulting

Nature of work	Hourly Rate (ex GST)
Project Management	\$300
Project Design / Architecture	\$300
Consulting Services	\$300
Project Implementation (Hourly Rates)	
- Level 1 (PC / Peripheral)	\$180 (BH) / \$225 (AH)
- Level 2 (Server / Network / Cloud)	\$255 (BH) / \$300 (AH)
- Level 3 / Specialist	As quoted
Project Implementation (Daily Rates)	
- Level 1 (PC / Peripheral)	\$1,200
- Level 2 (Server / Network / Cloud)	\$1,760
- Level 3 / Specialist	As quoted
Travel Costs	As quoted

There is a minimum service time of:

- 6 minutes for work during business hours
- 60 minutes for work outside of business hours.

Last Updated

1st April 2022