

	Casual	Standard \$500 p/m	Premium \$1000 p/m	Pro \$1500 p/m
<b>On-Site Support</b>				
Call-out / Travel fee (Sydney Metro)	50	50	None	None
<b>Standard On-Site Support:</b>				
First hour (or part thereof)	150	125	125	100
Subsequent half hour (or part thereof)	75	62.50	62.50	50
<b>Advanced Support:</b> (Network, Server, Storage, Security and Pro Applications)				
First hour (or part thereof)	175	150	150	125
Subsequent half hour (or part thereof)	87.50	75	75	62.50
Emergency Response Surcharge (4 hour response time)	125	125	None	None
<b>Remote Support</b>				
<b>Standard Remote Support:</b>				
30 minutes (minimum)	85	85	75	75
Per minute thereafter	2.80	2.80	2.50	2.50
<b>Advanced Remote Support:</b> (Network, Server, File Sharing and Pro Applications)				
30 minutes (minimum)	100	100	90	90
Per minute thereafter	3.30	3.30	3.00	3.00
* 10% discount for Remote Support jobs over 2 hours. (Contract only)				
<b>Data Transfer</b>				
<i>Mac to Mac, To / From Backup:</i>				
<b>One Way Transfer:</b> (Flat rate)	299	249	249	249
<b>Two Way Transfer:</b> (Flat rate)	499	449	449	449
<i>PC to Mac:</i>				
<b>One Way Transfer:</b> (Flat rate)	449	399	399	399
<b>Two Way Transfer:</b> (Flat rate)	649	599	599	599
* Usually done off-site (priority 1-2 day turnaround)				

## Contracts (Pre-paid monthly)

There are 3 pre-payment options available, each calculated at decreasing hourly rates for services. All work up to and including the full value of the pre-paid amount will be calculated at the discounted rates shown for that particular contract. Any work exceeding the pre-paid monthly amount will be charged at the standard casual rate. Please note that the monthly amount is a retainer that guarantees services at a discounted rate only and full payment is required in such situations that work carried out in the month is less than the pre-paid amount. Please also note that unused hours and/or credits do not roll over into the following month.

In contracts where the Emergency Response surcharge is waived, the service provider reserves the right to determine if the situation is in fact requiring emergency response and in cases not requiring priority response, the standard 24-48 hour response time applies. The service provider will always take great care to provide prioritised response whenever possible.

## Services Provided

Sydney Mac Support will provide the following services:

*On-Site Support*

*Remote Support*

*Data Transfer*

*Equipment purchasing / supply* - \* not included in the pre-paid amount and will be charged separately. Equipment purchases over \$200 require payment up front and will be ordered on the clients' behalf upon receipt of cleared funds.

*Data Recovery* - \* not included in the pre-paid amount and will be charged separately.

## Reporting

The service provider will provide a detailed breakdown of works completed and associated charges for each monthly period as well as a Tax Invoice detailing any charges above and beyond the pre-paid amount for the preceding period.

## Term of Contract

The minimum contract length is 6 months. Longer contract terms may be negotiated at the service providers' discretion.

## Payment

Payment is required in advance by bank transfer on the 1st of each month for the specified term of the contract.

## Upgrades and Renewal

A new contract will automatically be entered into upon expiration of the current contract term unless the client provides 30 days written notice expressing their intent to terminate the contract at expiration. It may arise that the client wishes to upgrade to a higher pre-paid contract. This can be done at any time during any current contract period. In this circumstance, a new contract specifying a new minimum contract term must be entered into with the express consent of both parties. The prior contract agreement will be cancelled at no charge.

## Cancellation

The client can only cancel an ongoing contract with the express consent of the service provider if it is deemed the service provider has not fulfilled their obligations as per the contract agreement. The service provider reserves the right to cancel a contract at any time if it feels the client has not fulfilled their obligations as per the terms of the contract.