

PROFESSIONAL SERVICE RATES

VERSION 1.4 – 13/02/2017



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STANDARD RATES

Professional Consultation Services	\$175/hr
Professional Implementation Services	\$150/hr
Professional Support Services (Remote)	\$120/hr
Professional Support Services (On-site)	\$150/hr
Emergency Support Services (Remote)	\$240/hr
Emergency Support Services (On-site)	\$300/hr

PRE-PAID SUPPORT PACKAGES

SOHO	10 Hour Block	\$1,750.00
SME	25 Hour Block	\$3,750.00
CORPORATE	50 Hour Block	\$6,000.00
ENTERPRISE	100 Hour Block	\$9,000.00

SUPPORT – BUSINESS HOURS

- 8-6x5 – Standard Business hours
- On-site support is charged minimum 1 hour, 30 minute increments
- Remote support is charged minimum 30mins, 15 minute increments

EMERGENCY SUPPORT

- Outside business hours
- Emergency Support is charged minimum 1 hour, 1 hour increments.
- National and Public holidays are classed as emergency support.

TERMS

- Travel charges will be applied when greater than 100kms from the head office.
- All prices are GST exclusive.
- Pre-paid packages are only available during business hours and exclude national or state public holidays.
- Emergency support services rates will be applied on national or state public holidays.
- Action IT Services is based on the Gold Coast and operates in Australian Eastern Standard Time (AEST)
- Managed Service Agreements (MSA) are available which include discounted service rates, Service Level Agreements (SLA) and maintenance plans.