

## Schedule of Fees - January 2019

	CASUAL / AD-HOC	PREMIUM CARE PLANS
Client Access Portal	✓	✓
Office 365 Training Courses	Optional with Fee	Optional with Fee
Guaranteed Response Times	"Jump the Queue" Upgrade Available	✓
Remote Support	Rates Below	✓
Onsite Visits	Rates Below	✓ Billable at reduced rates on Standard Plans, Included in Premium Plans
Vendor Management	Rates Below	✓
Full Business Continuity Tests	Optional with Fee	✓
Monthly Manual Test Restores	Optional with Fee	✓
24x7x365 Monitoring	Optional with Fee	✓
Microsoft Patch Management	Optional with Fee	✓
3rd Party Application Updates	Optional with Fee	✓
Service Review	Optional with Fee	✓
Proactive Maintenance	✗	✓
Monthly Executive Report	✗	✓
	Pre-paid Discount Packs Available See below for details	From \$70-360/user/mth ex gst Call us for a proposal

## Base Rates

All our support services are charged from the two base rates listed below, both of which exclude GST.

- Casual / Ad-hoc - a 'pay-as-you-go' rate
- Care Plans - a contracted 'pay-monthly-in-advance' rate
  - Basic
  - Standard
  - Premium
  - Premium 365

These rates come into effect from 1st January 2019.

Many of our Casual / Ad-hoc services have set fees, e.g. provisioning a new computer, adding a new user. It is important to understand that all remaining activities are charged by TIME, regardless of the outcome (i.e. whether your issue is resolved or not).

CASUAL / AD-HOC SERVICE	BASIC / STANDARD / PREMIUM CARE PLANS
\$45 per 15 minutes ex gst	\$42 per 15 minutes ex gst

## Service Hours

<b>Standard services hours apply to:</b> <ul style="list-style-type: none"> <li>• Casual / Ad-hoc service</li> <li>• Basic Care Plan</li> <li>• Standard Care Plan</li> </ul>	<b>Extended service hours apply to:</b> <ul style="list-style-type: none"> <li>• Premium Care Plan</li> <li>• Premium 365 Care Plan</li> </ul>
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	STANDARD HOURS	EXTENDED HOURS
Service	Casual / Ad-Hoc Basic Care Plan Standard Care Plan	Premium Care Plan Premium 365 Care Plan
Business Hours	Monday to Friday - 9:00 am to 5:00 pm	Monday to Friday - 8:00 am to 6:00 pm
After Hours	Monday to Friday - 5:00 pm to midnight	Monday to Friday - 6:00 pm to midnight
Out of Hours	Monday to Friday - midnight to 9:00 am Weekends and Public Holidays	Monday to Friday - midnight to 8:00 am Weekends and Public Holidays

## Casual / Ad-Hoc Service - Pre-Paid Discount Packs

Casual / Ad-hoc Service users can reduce the hourly rate paid by purchasing Pre-paid Discount Packs. The more credit purchased up-front, the larger the discount on hourly rate.

e.g. Buy a \$9,000 Discount Pack and get 50 hours of work at \$162/hour (instead of \$180/hour), saving you \$900.

The 'Hourly Rate' column below lists typical remote or onsite labour/hour costs at various discount levels.

'Price' is what it actually costs you. 'Value' is the amount of value you get for the 'price' you paid.

The 'Equivalent Hours' column shows how many hours would be included if you just use Remote/Onsite work and no After Hours, Out of Hours, Call Out Fees or Priority Request Upgrades, etc.

**Note:** Casual / Ad-hoc Services are charged for our **time and expertise**, not a particular outcome. If we are unable to resolve a hardware, software or service issue, charges for our time investigating / troubleshooting your issue are still applicable.

All prices exclude GST.

Value	Price	Discount	Hourly Rate (Remote/Onsite Work Only)	Equivalent Hours (Remote/Onsite Work Only)
\$900	\$900	0%	\$180	5
\$1800	\$1760	2.2%	\$176	10
\$3600	\$3400	5.6%	\$170	20
\$9000	\$8100	10.0%	\$162	50
\$18000	\$15200	15.6%	\$152	100

## Work Types

### Casual / Ad-Hoc Services

Casual / Ad-hoc Services do not require any financial monthly commitment on your part. You contact us for assistance as needed and pay for services as outlined above.

Casual / Ad-hoc Services are provided on a pay as you go fee for service business model. You are paying for the **time and expertise** of a qualified technician.

Time billed **will include** time spent:

- on the phone with you
- researching and implementing solutions
- setting up remote connections to your computer
- in discussion with software/cloud vendors troubleshooting your issue.

ALL time is billable regardless of outcome.

The table below lists base rates for our Casual / Ad-hoc Services.

All prices exclude GST.

WorkType	Billing	Minimum	Base Rate
Remote Support	1/4 Hour	15 minutes	\$45
Onsite Support	1/4 Hour	15 minutes	\$45
Call Out Fee	Per Visit	Business Hours After Hours Out of Hour	\$135 \$202.50 \$270
Priority 'Jump the Queue'	Once Per Request	One Time Fee	\$225
After Hours Support	Hour	1 hour	\$270
Out Of Hours Support	Hour	1 hour	\$360

## Care Plans

Base fees vary depending on the Care plan selected. We offer four Care plans:

- Basic (Pay-As-You-Go support)
- Standard (Unlimited remote support during business hours)
- Premium (Unlimited onsite support for work requiring a site visit during business hours)
- Premium 365 (unlimited 24x7 support)

The table below lists applicable rates, but some Work Types are already covered in higher level Care plans. Full details will be in your Agreement. All prices exclude GST.

**Note:** computers that do not meet our recommended technology platform specification will incur a monthly loading of \$20 until replaced or upgraded. The server loading is \$40 per month.

Work Type	Billing	Minimum	Base Rate
Remote Support - Basic	1/4 hour	15 minutes	\$42
Onsite Support - Basic, Standard	1/4 hour	15 minutes	\$42
Call Out Fee - Basic, Standard, - Premium (Business Hrs no charge)	Per Visit	Business Hours After Hours Out of Hour	\$126 \$189 \$252
Priority 'Jump the Queue' - Basic, Standard	Once Per Request	One Time Fee	\$210
After Hours Support - Basic, Standard, Premium	Hour	1 hour	\$252
Out Of Hours Support - Basic, Standard, Premium	Hour	1 hour	\$336

## Projects

We prefer to quote a FIXED FEE for projects with customer signoff before proceeding. This way there is a set outcome you require us to achieve and no debate over the charges once agreed in advance. However, this may require a separately billable IT Discovery for more complex projects, allowing us to calculate the effort required to complete each project.

Some things that can necessitate an unexpected increase to the price of projects include:

- Unexpected discovery of other users, systems, hardware or software
- Lack of Administrative access to old systems
- Hardware readiness of existing systems (old, slow machines take longer to set up)
- Internet Speed (slow internet can dramatically impact remote access and migration speed)
- Requirement to do work outside of business hours (what does it cost to have your staff unable to work compared to paying our after hours/out of hours rate?)

We will advise you when such a situation arises, so you can take measures to remedy the situation.

As we are capping the fee for service for fixed price projects payment in advance is required before the project can proceed.

We also require written sign off to proceed with projects.

**Note:** If the number of users/devices varies from the scope of work in the quote we will bill separately to process the variation.

If items are removed from the quote (i.e. training) and you subsequently require it added back at a later time, we will complete such work to be billed separately at the appropriate Ad-hoc rate.

All out of scope work will be billable regardless of outcome.  
Time is charged in 15 minute increments per technician.

Casual / Ad-hoc v Standard Plan v Premium Plan  
Example 1

You're having issues sending a newsletter to your clients when using an online email service. The test emails are being blocked by the SPAM filter because your emails are coming from a service that isn't currently an approved sender for your domain name. We open the Service Request, examine the issue and add some new DNS entries so the online email service is recognised as a valid source of your emails. It takes 30 minutes to resolve.

Fee under Casual / Ad-hoc Service	Fee under Standard Plan	Fee under Premium Plan
2 x 15 min x Remote Support = \$90 <b>Total: \$90</b>	2 x 15 min x Remote Support = \$0 <b>Total: \$0</b>	2 x 15 min x Remote Support = \$0 <b>Total: \$0</b>

Casual / Ad-hoc v Standard Plan v Premium Plan  
Example 2

Most of our work can be performed remotely. However, you require an engineer on site in a few days' time (i.e. not urgent) to help install a new application you have just purchased for your server. The application takes two hours to install.

Fee under Casual / Ad-hoc Service	Fee under Standard Plan	Fee under Premium Plan
1 x Call Out Fee = \$135 8 x 15 min Onsite Support = \$360 <b>Total: \$495</b>	1 x Call Out Fee = \$126 8 x 15 min Onsite Support = \$336 <b>Total: \$462</b>	1 x Call Out Fee = \$0 8 x 15 min Onsite Support = \$0 <b>Total: \$0</b>

Casual / Ad-hoc v Standard Plan v Premium Plan  
Example 3

You require urgent assistance as your Internet is down. However, you are not on a 'Service Plan', you are a 'Casual / Ad-hoc Service' user, so you ask us for a 'Priority Service Request Upgrade'. With the 'Jump the Queue' Upgrade we give your issue our highest priority (we treat it as a 'Critical' issue) and move everything around to work on it for you ASAP. Your issue takes 45 minutes to resolve.

Fee under Casual / Ad-hoc Service	Fee under Standard Plan	Fee under Premium Plan
1 x Jump the Queue = \$225 3 x 15 min Remote Support = \$135 <b>Total: \$360</b>	1 x Jump the Queue = \$210 3 x 15 min Remote Support = \$126 <b>Total: \$336</b>	1 x Jump the Queue = \$0 3 x 15 min Remote Support = \$0 <b>Total: \$0.00</b>

## Frequently Asked Questions

### Why would I chose a Care Plan over Ad-hoc billing?

Our care plans offer a fixed monthly fee for business hours support plus computer monitoring and maintenance.

They provide the best value for money and put our business goals in alignment with yours by being proactive and keeping your computers running at top performance and reducing risk of data breach.

As a comparison, the annual cost of our standard plan for 1 user is \$1,200.

At our standard Ad-hoc rate this would only provide 6.66 hours of technical support, with no computer monitoring and no patch management or systems maintenance to keep computers healthy and secure.

Care Plan	Ad-hoc Support
<p><u>Pros of our Care Plans:</u></p> <ul style="list-style-type: none"> <li>• Fixed monthly fee includes unlimited support during business hours</li> <li>• Well maintained computers provide a superior end user experience and increased productivity</li> <li>• Computers receive feature and security patches protecting your data</li> <li>• Computers receive patches for third party applications, e.g. Google Chrome</li> <li>• Automation keeps computers running at top performance</li> <li>• Health reporting provides a pro-active approach to detecting serious issues</li> <li>• Staff receive priority support over Ad-hoc users</li> <li>• Part time/casual staff pay prorated support fees</li> </ul>	<p><u>Pros of Ad-hoc Support:</u></p> <ul style="list-style-type: none"> <li>• You only pay for the time we spend supporting you</li> <li>• Best for sites with less than 5 users</li> <li>• No long-term commitment required</li> </ul>
<p><u>Cons of our Care Plans:</u></p> <ul style="list-style-type: none"> <li>• Require a long-term commitment</li> <li>• Minimum 5 users required to be on a plan</li> <li>• All users in your organisation must be on the same Care plan to receive support</li> </ul>	<p><u>Cons of Ad-hoc Support:</u></p> <ul style="list-style-type: none"> <li>• Users tend to only call when there is an emergency, i.e. my computer won't boot</li> <li>• Ad-hoc support may initially appear "cheaper" but it only takes one serious incident to cost more than being on a Care plan</li> <li>• Ad-hoc users get lower priority service with no guaranteed response times</li> <li>• Slow/old computers have more issues that take longer to fix, increasing costs</li> <li>• Computers are not automatically maintained and can hinder end user productivity</li> <li>• Computers do not automatically receive critical security and feature updates to protect your data</li> </ul>



## What is the Client Portal?

The Client Portal is a web site where you can:

- add new service requests,
- view a listing of all your open/closed service requests,
- add more information to a service request,
- access your invoices,
- knowledge base and more.

Use this link to access the portal: <https://helpdesk.theitagency.com.au>

All registered employees will have access to the portal. However, you may need to select the "forgot password" option to set a password.

Upon request an employee can be granted the ability to manage and view all tickets for all users. Just shoot an email to [helpdesk@theitagency.com.au](mailto:helpdesk@theitagency.com.au) requesting administrative access for one or more of your staff.

Any support request requiring action on our part must have a support ticket created either through the client portal or by submitting an e-mail to [helpdesk@theitagency.com.au](mailto:helpdesk@theitagency.com.au)

If urgent support is required, please follow up with a phone call and provide your support request number to the technician. If your issue prevents the creation of a ticket please ask the technician to create one for you.

## What is the Remote Management Agent?

The Remote Management Agent is a small tool we install on each of your workstations and servers to help us to remotely assist resolution of issues. This means that when we are helping you with an issue, we can quickly and easily take temporary remote control of your workstation to assist, rather than attend on site.

## What is covered under Helpdesk Support?

You will find a detailed list in your Agreement. Some examples of items that may be covered under Helpdesk Support include:

- issues with Outlook connecting to the server
- Excel not opening properly
- modifying users accounts on existing workstation
- archiving and deleting ex-employees accounts
- issues with SPAM

## What is 24x7x365 Monitoring?

For clients on Care plans, our Remote Management Agent is configured to monitor and alert our support team for events that could potentially cause issues on your workstations and servers, e.g. hard drive errors, disk space usage, anti-virus issues, etc.

## What is Microsoft Patch Management?

Microsoft constantly release critical updates, patches and security fixes for their Windows Operating Systems, Office Suites and other applications.

It is extremely important that these updates are installed on your workstations and servers to make sure you not only have the latest versions of software, but that you are properly secured against any potential security vulnerabilities.

For clients on our Care plans, we manage this for you by pushing out approved Microsoft patches using our Remote Management Agent to ensure that all of your machines are kept up to date and secure.

If you are on the Casual / Ad-hoc Service plan, just shoot an email to [helpdesk@theitagency.com.au](mailto:helpdesk@theitagency.com.au) at any time if you'd like us to attend onsite for a quarterly IT Tune-up of your workstations or servers.

## What 3rd Party Applications do you update?

Third party applications are responsible for up to 60% of the vulnerabilities on the average workstation. Therefore, it is important to keep all 3rd party applications up to date.

For clients on our Care plans we will automatically update a specified number of 3rd Party (Adobe, Apple, Google, etc) applications, including but not limited to the following:

Adobe Reader, Flash, Shockwave Dropbox Google Chrome, Drive	Filezilla Firefox Oracle JAVA	Apple QuickTime, iTunes Spotify Teamviewer
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## What is Proactive Maintenance?

For clients on our Care plans, we perform regular maintenance (e.g. clearing excessive temp files) on your workstations and servers in line with our best practices to make sure they are kept in top condition.

## What are Guaranteed Response Times?

All client issues are managed through our Helpdesk according to the table below. The IT Agency is the sole arbiter as to the priority of a service request.

**Note:** 'Response Time' is not the same as 'Resolution Time', i.e. the time elapsed to resolve your issue. The times quoted are Business Hours.





If you choose the Casual / Ad-hoc Service or Basic Care plan we will help you as soon as we can. However, it will be on a 'best effort' basis with no guaranteed response. Priority service is just one benefit of our Standard and Premium Care plans.

Clients on our Premium Care plans are given the quickest response times defined in the table below.





Please refer to the chart below for our definitions of Critical, High, Medium and Low priority.

If you have an issue that is important to you or time sensitive, but does not classify as Critical or High priority according to our definitions below you may choose to pay the "jump the queue" fee to receive a quicker response time.





### Basic Care Plan - Response Times

	Priority	Examples	Our Target
	<b>Critical</b>	<b>Entire Company Offline (Call Us!) Main Business Application Offline (Call Us!)</b>	<b>Best Effort</b>
	<b>High</b>	<b>Department Offline (Call Us!) CEO's Workstation Offline (Call Us!)</b>	<b>Best Effort</b>
	<b>Medium</b>	<b>User Workstation Offline One Printer Not Working</b>	<b>Best Effort</b>
	<b>Low</b>	<b>New User Required (Plan ahead!) User Access Changes</b>	<b>Best Effort</b>

### Standard Care Plan - Response Times

	Priority	Examples	Our Guarantee	Our Target
	<b>Critical</b>	<b>Entire Company Offline (Call Us!) Main Business Application Offline (Call Us!)</b>	<b>3 Hours</b>	<b>30 Minutes</b>
	<b>High</b>	<b>Department Offline (Call Us!) CEO's Workstation Offline (Call Us!)</b>	<b>6 Hours</b>	<b>2 Hour</b>
	<b>Medium</b>	<b>User Workstation Offline One Printer Not Working</b>	<b>12 Hours</b>	<b>6 Hours</b>
	<b>Low</b>	<b>New User Required (Plan ahead!) User Access Changes</b>	<b>24 Hours</b>	<b>12 Hours</b>

### Premium and Premium 365 Care Plan - Response Times

	Priority	Examples	Our Guarantee	Our Target
	<b>Critical</b>	<b>Entire Company Offline (Call Us!) Main Business Application Offline (Call Us!)</b>	<b>2 Hours</b>	<b>15 Minutes</b>
	<b>High</b>	<b>Department Offline (Call Us!) CEO's Workstation Offline (Call Us!)</b>	<b>4 Hours</b>	<b>1 Hour</b>
	<b>Medium</b>	<b>User Workstation Offline One Printer Not Working</b>	<b>8 Hours</b>	<b>4 Hours</b>
	<b>Low</b>	<b>New User Required (Plan ahead!) User Access Changes</b>	<b>16 Hours</b>	<b>8 Hours</b>

### What is the Monthly Executive Report?

The Monthly Executive Report is sent to the Primary IT contact of clients on our Premium Care plans outlining some key IT business metrics from the last month, such as:

- Service Requests opened and closed
- Successful and Failed Backups
- Number of workstations, operating systems, patch status
- SPAM items removed
- Disk cleanups and more.

## Why do a Monthly Test File Restore?

For clients on our top two Premium Care plans, each month we restore some data from your backups to confirm the backups are running successfully.

We will send you an email to confirm everything is running nicely (or if we have found any issues and fixed them).

We also monitor your backups daily with our automated systems. However we always like to have a regular 'human touch' as an extra check.

If you are a Casual / Ad-hoc Service client, you can ask us at any time to perform one of these tests for you. Just shoot an email to [helpdesk@theitagency.com.au](mailto:helpdesk@theitagency.com.au).

## Can I 'Jump the Queue' on Casual / Ad-hoc Service?

Absolutely. We have a 'Jump the Queue' option to upgrade a request to a 'Critical' issue with a 'Priority Request Upgrade'. This is available to any client regardless of Service or Plan, but there is a charge.

This means we'll treat your issue with our absolute highest priority.

Create a Service Request Ticket then call us, quote the Service Request Ticket number and then ask us to give this ticket a 'Priority Request Upgrade'. The technician will reply to your ticket asking for confirmation of the 'Jump the Queue' request. Once confirmed the technician will start work on your issue.

The upgrade charge will be deducted from your Pre-Paid Credit or invoiced to your account.

## How do Call Out fees work?

For clients on a Casual / Ad-hoc Service, Basic or Standard plan, who request onsite support, there will be a Call Out Fee based on the current time and the hourly rate listed in Work Types above.

For clients on the top two Premium Care plans there is no Call Out Fee for onsite support during business hours. Refer to your agreement for full details.

All other additional visits will incur a Call Out Fee in line with your agreed rates.

## Are there any other fees?

There are three other fees that may be added to an invoice and these are listed in the table below. You can permanently avoid all three fees by completing our '[Direct Debit/Credit Card Authorisation](#)' form. The fees exclude GST.

Account Processing and Handling Fee	\$10 per invoice
Account Reactivation Fee	\$20 per service
Late Payment Fee	2.5% per month

## How do we receive our Invoices?

If you choose a Care plan, you will receive your monthly Agreement Invoice a few weeks before the start of each month. As Care Agreements are a pre-paid agreement, this gives you a few weeks to organise payment.

If you choose the Casual / Ad-hoc Service, we invoice weekly for all Service Requests closed over the previous week. Your Invoices have COD Terms or the fee is deducted from any Pre-Paid Credits. Each Service Request will have its own invoice so you can easily apportion costs to the right area of your business.

## How do the Pre-Paid Credit Packs work?

Pre-Paid Credit Packs allow you to purchase an amount of credit for a discount, e.g. if you purchase \$9,000 of pre-paid credit, you will receive a 10% discount.

This credit can then be used against all our services, including Onsite/Remote IT Support, Call Outs, "Jump the Queue" Service Request Upgrades, After Hours Support, Out of Hours Support and more.

At the end of each Service Request, you'll receive an Invoice showing you how much that Service Ticket used from your Pre-Paid Credit and how much you have left in your balance.

## How long are my Credit Packs valid for?

Credit Packs all expire after 12 months from the purchase date. You can always view an updated balance in your Client Portal to see how much you have left.