

## Schedule of Hourly Rates

(All prices are GST exclusive)

Effective 1<sup>st</sup> September 2022

### Technical Support

#### Help Desk / Remote Support

Support Rate	\$192 per hour
Senior Support Rate	\$234 per hour
Urgent 1 Hour Service Response (in addition to applicable rate above)	\$96

#### Onsite Support

*\* Minimum 1 hour charge*

Support Onsite Call Out Fee	\$96
Support Rate *	\$192 per hour
Senior Support Onsite Call Out Fee	\$117
Senior Support Rate *	\$234 per hour
Urgent 2 Hour Service Response (in addition to applicable rate above)	\$96

#### TechAssist (Full Day Hire)

Standard **	\$1,152 per day
Senior **	\$1,404 per day

\*Rates apply depending on job complexity and level of technician. Technicians working on complex tasks such as server installs - configuration, WAN - LAN - router configuration, firewalls, network design and advanced trouble shooting will be charged at the "Senior Support" rate. Where the site is located more than 40 kilometers from the TechPath office or Brisbane CBD, the applicable hourly rate will apply for travel time instead of the Call Out Fee.

\*\* Minimum commitment of 3 days scheduled in advance (daily, weekly, or monthly). Support tasks only - project tasks are based on our standard hourly rate. Where the site is located more than 40 kilometers from the TechPath office or Brisbane CBD, the applicable hourly rate will apply for travel.

### Consulting Services

vCIO Rate	\$280 per hour
Security Consulting Rate	\$280 per hour

### After Hours Support

*\*\* Onsite - Minimum 1 hour charge, Remote - Minimum 30 minute charge*

Weekdays 6am – 7am and 6pm – 10pm **	1.5 x applicable rate
Saturday 7am – 6pm **	1.5 x applicable rate
Sunday 7am – 6pm **	1.8 x applicable rate
All Other Times (Minimum 2-hour charge applies)	2.0 x applicable rate

TechPath business hours are 7am to 6pm Monday to Friday. Travel time to site and return to base is charged at the applicable hourly rate. A technician will not always be available after hours. Planned outside hours work must be pre-arranged.