

# Schedule of Fees

Last Updated: 1<sup>st</sup> July 2017

	Prepaid Credit Plan	Premium Managed Service From \$495ex per Month
<b>Guaranteed Response Times</b>	Per Ticket Upgrade Available	✓
<b>Remote Support</b>	Rates Below	✓
<b>Onsite Visits</b>	Rates Below	Choose from Monthly / Quarterly or Unlimited
<b>Vendor Management</b>	Rates Below	✓
<b>Full Disaster Recovery Tests</b>	Optional + Billable	✓
<b>Monthly Manual Test Restores</b>	Optional + Billable	✓
<b>24/7/365 Monitoring</b>	Optional + Billable	✓
<b>Microsoft Patch Management</b>	Optional + Billable	✓
<b>3<sup>rd</sup> Party Application Updates</b>	Optional + Billable	✓
<b>Monthly Executive Report</b>	✗	✓
<b>Preventative Maintenance</b>	✗	✓
		<b>ASK US FOR A QUOTE...</b>

## Base RATE

To make it easy, all of our support services work back from this base rate (which is exclusive of tax).

<b>Base Rate</b>	<b>\$105</b>
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## Pre-Paid Discount Packs

The more credit you purchase, the larger the discount.

The “Hourly Rate” column shows what a typical remote or onsite hour of labour would cost at that discount level.

The Included Hours column shows how many hours would be included if you just use Remote/Onsite work (no After Hours, Call Out Fees, Emergency Ticket Upgrades etc)

All prices below are excluding local taxes.

<b>Value</b>	<b>Price</b>	<b>Discount</b>	<b>Hourly Rate (Onsite/Remote Work Only)</b>	<b>Equivalent Hours (Onsite/Remote Work Only)</b>
\$525	\$525	0%	\$105	5
\$1,050	\$1,019	3%	\$102	10
\$2,100	\$1,974	6%	\$99	20
\$5,250	\$4,778	9%	\$96	50
\$10,500	\$9,030	14%	\$90	100

## Work Types

Depending on the type of work you need, the below are the way any charges will be calculated.

Work Type	Multiplier	Unit type	Minimum	Example at Base Rate
Remote Support	1	Hour	0.25	\$26.25
Onsite Support	1	Hour	0.25	\$26.25
Call Out Fee	0.50	Per Visit	-	\$52.50
Emergency Ticket Upgrade	1.25	Per Ticket	-	\$131.25
After Hours Support	1.50	Hour	1	\$157.50

### Example 1

Let's say 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. It takes an hour to install.

- 1 x Onsite Support = \$105
- 1 x Call Out Fee = \$52.50
- Total: \$157.50

### Example 2

You require urgent assistance as your server is offline, however you are on a Prepaid Credit plan, so you ask us to add an "Emergency Ticket Upgrade". The issue takes 45 minutes to fix. With the "Emergency Ticket Upgrade" we give this issue our highest priority (we treat it as a "Critical" issue) and move everything around to work on it for you ASAP.

- 0.75 x Remote Support = \$78.75
- 1 x Jump the Queue = \$131.25
- Total: \$210

***Bear in mind, the above totals will potentially cost less depending on the amount of pre-paid credits you purchase at the particular time.***

## What is the Remote Access Agent?

A small tool we install on each of your servers and computers to assist us to easily remotely assist you through any issues. This means that when we are helping you with an issue, we can quickly and easily remotely take over your PC 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 are covered under Helpdesk support are:

- Problems with Outlook connecting to the server
- Excel not opening properly
- New users (on existing computers)
- Cancelling users

## Why do a Monthly Test File Restore?

For clients on our Premium Care Agreements, each month we perform a restore of 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 problems 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 client, you can ask us at any time to perform one of these tests for you. Just shoot us an email to [support@initiativeits.com.au](mailto:support@initiativeits.com.au)

## What is 24/7/365 Monitoring?

For clients on Premium Managed Service plans, our remote access agent will be configured to monitor and alert our support team for things that could potentially cause issues on your network (e.g. hard drive errors, disk space usage, Anti-Virus problems et al).

## What 3<sup>rd</sup> party Applications do you update?

For clients on our Premium Care plans, we will automatically update Adobe Reader, Adobe Flash, Adobe Shockwave, Oracle JAVA, Apple QuickTime and PDF Creator.

## What is Microsoft Patch Management?

Every month, Microsoft release a series of updates, patches, security fixes to their software, including Windows and Microsoft Office.

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

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

If you are on a Casual Plan, just shoot us an email to [support@initiativeits.com.au](mailto:support@initiativeits.com.au) at any time if you'd like us to do any updates for you.





## What is Preventative Maintenance?

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

## What are the Guaranteed Response Times?

All issues from clients on our Premium Care plans are managed through our Helpdesk as follows.

If you choose a Casual Plan, we will help you as fast as we can, however it will be on a "best effort" basis as we need to give priority to clients on our Premium Care plans.

Priority	Examples	Our Guaranteed	Our Target
 <b>Critical</b>	Entire Company Offline (Call Us!) Main Application Offline (Call Us!)	2 Hours	15 Mins
 <b>High</b>	Department Offline (Call us!) CEO's Computer Offline (Call Us!)	4 Hours	1 Hour
 <b>Medium</b>	User PC Offline One Printer Not Working	8 Hours	4 Hours
 <b>Low</b>	New User Setup User Access Changes	16 Hours	8 Hours

## Can I get fast support as a Casual Client?

Absolutely, we have an option to upgrade any of your tickets to a "Critical" issue with an "Emergency Ticket Upgrade".

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

Make sure you call us to open the service request and ask us to give this ticket an "Emergency Ticket Upgrade". The upgrade charge will be added to the ticket / deducted from Pre-Paid Credit.

## What is the Monthly Executive Report?

A monthly report sent to the Primary IT Contact of clients on our Premium Managed Service plans outlining some key IT business metrics from the last month such as: Most Active Users, Tickets Opened by Type, Tickets Opened by Sub-Type and more.

## How do Call Out Fees Work?

For clients on Casual Plans, there will be a Call Out charge based on the hourly rate your current agreement is.

For clients on a Premium Care plan, the Call Out charge will be waived for all your scheduled monthly/quarterly visits and Virtual CIO/IT Management visits covered under your agreement.

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

## How do we receive our Invoices?

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

If you choose a Casual plan, we invoice weekly for all tickets closed over the previous week and deduct the amounts from any Pre-Paid Credits. Each ticket will have its own invoice so you can easily apportion costs to the right area of your business. These invoices have COD terms.

## 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 \$5,250 of pre-paid credit, you will receive a 9% discount.

This credit can then be used against all our services, including Onsite/Remote IT Support, Call Outs, Emergency Ticket Upgrades, After Hours Support and more.

At the end of each ticket, you'll receive an Invoice showing you how much that 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.