

# Digicare Rates Card

Effective as of 01/01/2013

Please refer to Digicare Services Terms and Conditions for details.

	SERVICE BLOCK RATE	STANDARD CASUAL RATES
Phone and E-mail Support for up to 10 minutes ( longer support is chargeable at Remote rates below <sup>2</sup> )	Free	Free
In-house Service <sup>1</sup>	N/A	\$60/hour
Remote Service <sup>2</sup>	Re Prepay Options Below	\$60 for first half an hour Thereafter \$50 per half hour
On-site Service <sup>3</sup>	Re Prepay Options Below	\$100/hour
After Hours Service <sup>4</sup>	50% Loading	50% or 100% Loading
Weekend Service <sup>5</sup> (Note: minimum 3 hrs service charge)	50% Loading	50% or 100% Loading
Emergency Service <sup>6</sup>	Add 20%	Add 20%
Minimum Billing for On-Site Service	1 Hour	1 Hour
Travel Time for On-Site Service <sup>7</sup>	Billed at per half hour of Service Block Rate	Billed at \$50 per half hour
Dedicated Project Manager	Included	N/A
Priority Response Time for Emergencies	Included	N/A
Half Yearly Planning Session	Included	N/A

Denote:

- 1 In-house Service is based on \$60 minimum charge for first hour, thereafter it is chargeable at per half hour intervals. (Does not include PC pickup or Courier charge\*\*)
  - 2 Remote Service is based on \$60 minimum charge for first half an hour, thereafter it is chargeable at \$25 per 15 mins intervals. (Note first hour will be charge at \$100)
  - 3 On-site Services is based on \$100 minimum charge for first hour, including no fault found, thereafter it is chargeable at per half hour intervals.
  - 4 After Hours Service is outside of normal business hours (M-F, 9am-6pm onwards). Outside these hours a loading of 50% (6pm to 10pm, 7am to 9am) and 100% (10pm to 7am) will apply.
  - 5 Weekend Service (Saturday 50% loading and Sunday 100% loading) Note: minimum 3 hrs service charge.
  - 6 Emergency Service is when on-site service is required with less than two hour notice.
  - 7 Travelling cost may apply for onsite work located more than 20km from Parramatta CBD.
- \*\* Our PC pickup/delivery charge is \$50 in Sydney metropolitan area. Courier charge is subject to Courier Company's rate.

	SERVICE BLOCK - PREPAY OPTIONS	QUARTERLY CHARGE	YEARLY SAVE
1	15 hours Service Block per Quarter (\$90/hour)	\$1350	\$600
2	30 hours Service Block per Quarter (\$80/hour)	\$2400	\$2400
3	60 hours Service Block per Quarter (\$70/hour)	\$4200	\$7200

### Conditions for service block

- 1. Hours purchased not used within 3 months period are not refundable, but can be used as credit for future service charge. The unused credit can be rolled over to the new Prepaid Option period at a new rate.
- 2. If Block hours are used out and no additional Block(s) are purchased, Standard Casual Rates will apply (as listed above).
- 3. Hours can be used for on-site/remote services, including but not limited to installation, consulting, supporting, trouble shooting & general maintenance. Hours cannot be used for hardware or software purchase.
- 4. Service Block Rates are applicable for 3 months period from the date of payment or till the end of the Block hours, whichever is earlier.
- 5. Above rates apply to business hours (9am-6pm) Monday-Friday excluding Public Holidays. Outside these hours, a loading of 50% may apply.
- 6. A minimum of one hour service charge is applicable for on-site service and minimum half an hour service charge is applicable for remote service, including no fault found.
- 7. Subsequent time charged on hourly basis for on-site service and half hourly basis for remote service.

**All Prices quoted above are inclusive 10% GST**