



SUPPORT CONTRACT SCHEDULES – 2008

(all amounts are shown ex-GST)

A1 LEVEL : 2 Hour Response – 7 days / 24 hrs

Quarterly Payment	Per Annum	Service Hours	Hourly Rate	Day Rate
\$7,777	\$31,106	8.30am to 5.30pm Mon – Fri, EST	\$95	\$1,000
		All other times	\$142	

B1 LEVEL : 4 Hour Response – Weekdays only – 8.30am – 5.30pm EST

Quarterly Payment	Per Annum	Service Hours	Hourly Rate	Day Rate
\$3,240	\$12,960	8.30am to 5.30pm Mon – Fri, EST	\$108	\$1,200
		All other times	\$171	

B2 LEVEL : Next working day response

Quarterly Payment	Per Annum	Service Hours	Hourly Rate	Day Rate
\$1,296	\$5,183	8.30am to 5.30pm Mon – Fri, EST	\$130	\$1,425
		All other times	\$188	

B3 LEVEL : AllTalk Only – 1 hour response – 9.00am – 5.30pm EST

Quarterly Payment	Per Annum	Service Hours	Hourly Rate	Day Rate
\$1,246	\$4,985	8.30am to 5.30pm Mon – Fri, EST	\$125	\$1,370
		All other times	\$181	

C1 LEVEL : Flag Fall by call – all charges C.O.D.

Service Hours	Hourly Rate	Flag Fall	Day Rate
8.30am to 5.30pm Mon – Fri, EST	\$237	36	\$2,163
All other times	\$354	67	

TRAVEL & ACCOMMODATION :

Travel & Accommodation: Cost + 10%
 Travel Time: 50% of minimum rate

PAYMENT TERMS :

Monthly in advance – fourteen day payment (attracts a 10% surcharge)
Quarterly in advance – fourteen day payment
Annually in advance – fourteen day payment (attracts a 5% discount)