



# ITINCTRL

## IT support services

### RATES & CHARGES

#### PROFESSIONAL SERVICES COSTS :: PER HOUR

On-site Professional IT Support :: minimum 1 hour fee	\$125
Outside normal business hour fee	\$175
Remote IT Support :: minimum charge of \$50.00	\$125
Telephone & Email Support :: minimum charge of \$50.00	\$125

#### DOMAIN & WEB HOSTING COSTS

.com.au & .com registration :: 2 years	\$80
.net & .net.au registration :: 2 years	\$80
Domain & Web account setup fee Inc. relocation	\$125
Web Hosting :: 1 year :: Multiple Platforms	\$249
Domain Hosting & Parking :: 1 year	\$125

#### MANAGED SERVICE SOLUTIONS COSTS :: PER MONTH

Basic Managed Service Support Plan :: 5 hours included support	\$349
Advanced Managed Service Support Plan :: 10 hours included support	\$549
Deluxe Managed Service Support Plan :: 15 hours included support	\$795

Please Note ::

- Managed Service Products are a minimum 12 month term.
- Managed Service products are to be paid monthly in advance.

#### OTHER SERVICES :: COSTS :: PER HOUR

Virus and Malware removal :: maximum fee of \$500	\$125
Email / Spam Protection :: Preferred Kaspersky Products Dealer	POA
Data Cabling & Patch Panel works	POA
IT Equipment Re-locations	POA

#### ALL PRICES QUOTED ARE EXCLUDING GST

Please Note:

- Remote Support & Telephone and Email Support charged in 15min blocks
- Travel is no longer charged for jobs within a certain km range, but may still apply if travel exceeds reasonable km range.