



YOUR PARTNER IN TECHNOLOGY

Level 3, 100 New South Head Road,
Edgecliff NSW 2027
P +612 9363 5665 F +612 9363 5663
E info@techpatrol.com.au

Schedule of Rates

Normal Rates

Business Hours Labour Rate	\$135 per hour
After Hours Labour Rate	\$165 per hour

Discount Rates (for Clients under Standard Maintenance contract)

Business Hours Labour Rate	\$125 per hour
After Hours Labour Rate	\$150 per hour

Please note: Technical Support is charged in 15 minute increments

Advanced Discount Rates (for Clients under Advanced Maintenance agreement)

Labour Rate	\$115 / hour Call-out Fees Waived Response Premium Waived
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Please note: Technical Support is charged in 15 minute increments

Onsite Callouts:

	Business Hours	After Hours
Basic Callout under 25km	\$30	\$60
Callout over 25km	Hourly rate applied from time of departure to destination until return.	

Response Premiums:

	Business Hours	After Hours
Urgent Response for Serious Issues	\$50	\$100
Emergency Response for Critical Issues	\$100	\$200

Response Times SLAs

	Definition	Reactive Support	Maintenance
1. Critical issues (Emergency Response)	Technical issues stopping workflow globally and no work-around is available	Technical Engineer (remote): within 2 hrs	Technical Engineer (remote): within 30 min
		Technical Engineer Onsite: within 4 hrs	Technical Engineer Onsite: within 2 hr
2. Serious issues (Urgent Response)	Technical issues seriously impacting global business operations or workflow of critical individual has ceased.	Technical Engineer (remote): 4 hrs	Technical Engineer (remote): within 1 hr
		Technical Engineer Onsite: within 12 hrs	Technical Engineer Onsite: within 4 hrs
4. Minor issues (Standard Response)	Minimal Impact on Business Operations i.e. One or several users have non-critical issues	Technical Engineer (remote): within 7 bus days	Technical Engineer (remote): within 3 bus days
		Technical Engineer Onsite: within 10 bus days	Technical Engineer Onsite: within 5 bus days

The terms of these SLAs are as follows:

- Response Time (Remote) relates to time elapsed since logging a request for Support with TECHPATROL Helpdesk (which is unable to be resolved on the spot), until your 'Case' is being actioned remotely by TECHPATROL Technical Engineer.
- Response Time (Onsite) relates to time elapsed between TECHPATROL Technical Engineer abandoning Remote Support and arriving onsite to continue troubleshooting your 'Case'
- These Response Time SLAs only relate to support requests which come in via the TECHPATROL Helpdesk i.e. via telephone to 1300 551 330 or via email to support@techpatrol.com.au. These SLAs do not apply to support requests directed to any staff member's mobile or to staff member's individual email address.
- These response times apply for business hours only. Response times for Critical & Serious Issues are doubled after hours. After hours support is not available for Minor Issues



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Maintenance Options:

Which TechPatrol maintenance program will work best for your business?

TechPatrol offers three maintenance programs to address the many IT requirements of Australian businesses. The primary objective of maintenance is to *prevent* corruption, data loss or disaster and to provide our partners peace of mind knowing their IT systems are safe.

Basic IT Maintenance:

This is the simplest maintenance solution we offer at TechPatrol and is designed to preventatively protect servers, firewalls, backups and antivirus software. TechPatrol will run a *quarterly* health check on these essential items to ensure the network is running smoothly and to its maximum potential, and advise if any further action needs to be taken. This is the most economic maintenance option to keep your system safe however additional recommended work will incur extra costs on a pro rata basis.

Standard IT Maintenance:

This is the next step up to a more secured IT network from Basic Maintenance, TechPatrol will perform all of the same checks and tests (server, backups, firewall and antivirus) only on a *monthly* basis as well as doing daily backup checks. This increased regularity means a healthier server, more efficient backups and ensures that your system is protected from the most recent threats. Standard Maintenance is designed as an insurance policy for the fundamental aspects of your server and network and frees up your time by letting TechPatrol take on the burden of your IT stress.

Advanced IT Maintenance (Fixed Cost):

Fixed cost maintenance is TechPatrol's premier maintenance program designed to preventatively protect every aspect of Standard Maintenance as well as covering *all* network devices, peripherals, workstations and PDAs or mobiles – around the clock. This is an all-in-one maintenance solution whereby you can feel completely confident knowing your entire IT system is in TechPatrol's professional, reliable hands allowing you to focus on your core business activities. What really sets fixed maintenance apart for customers is our **unlimited troubleshooting**. TechPatrol will also provide a 99% uptime guarantee or your money back if you follow our recommended network standards.

Maintenance Comparison Chart:

TechPatrol Service	Basic (Quarterly) Maintenance	Standard Maintenance	Advanced Maintenance
Server Maintenance: - Server Optimisation - Server Operating System Updates + Patches - Server Housekeeping - Error Log Investigation - Hard Disk Defragmentation - Server Anti-virus Checks	✓	✓	✓
Exchange Add-on: - Exchange Optimisation - Exchange Server Updates and Patches - Exchange Mailbox Size Report - Exchange Error Logs Investigation - Exchange Anti-virus and Spam Checks	✓	✓	✓
- <i>Exchange offline defrag as required</i>	✗	✗	✓
SQL Add-on: - SQL housekeeping - SQL Logs investigation	✓	✓	✓
- <i>Remote adds, moves and changes to configuration</i>	✗	✗	✓
Network Security: - Network Vulnerability Scan - Server Baseline Security Test - Firmware updates to firewall	✓	✓	✓
General Health Check and Backup Test	✓	✓	✓
Daily Backup and Disaster Recovery checks	✗	✓	✓
Weekly Check of anti-virus updates on workstations	✗	✓	✓
Monthly Test Restore from backup tape & or disaster recovery image	✗	✓	✓
Monthly Review of Backup Routine	✗	✓	✓
- <i>Troubleshooting of issues with current backup or disaster recovery routine</i> - <i>Retrieval of file/s from backup tape when required</i> - <i>Adds, moves and changes to existing configuration performed remotely</i>	✗	✗	✓
UNLIMITED Telephone Troubleshooting	✗	✗	✓
Network Devices (printers, switches, UPS): - Full tech support for all network devices including Patch Panel, UPS, Network Switch, Modem, Router NAS/SAN, Printers, Scanners. - Adds, moves and changes to existing configuration performed remotely - Firmware upgrades when appropriate for UPS, Switch and Router, NAS/SAN.	✗	✗	✓
Workstations, Laptops, Macs: - Operating System updates and patches - Microsoft application updates and patches - Anti-virus update checks (weekly) - User administrative rights locked down on workstations to prevent unauthorised download of applications, utilities, and Spyware.	✗	✗	✓
Advanced Discount Labour Rate	✗	✗	✓
After Hours Support option	✗	✗	✓