Schedule of Fees

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	Casual Plan	MOST POPULAR MultiCARE Plans From $495ex per Month
Client Access Portal	✓	✓
Password Management Portal	✓	✓
Guaranteed Response Times	Per Ticket Upgrade Available	✓
Remote Support	Rates Below	✓
Onsite Visits	Rates Below	Choose from Monthly / Quarterly or Unlimited
Vendor Management	Rates Below	✓
Full Disaster Recovery Tests	Optional + Billable	✓
Monitoring/Testing Backups	Optional + Billable	✓
24/7/365 Monitoring	Optional + Billable	✓
Endpoint Security Software	Optional + Billable	✓
Email Spam Filtering	Optional + Billable	✓
Microsoft Patch Management	Optional + Billable	✓
3rd Party Application Updates	Optional + Billable	✓
IT Support Panel Apps	✗	✓
Monthly Executive Report	✗	✓
Preventative Maintenance	✗	✓
		ASK US FOR A QUOTE…

Base RATE

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

Base Rate	$140

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.

Value	Price	Discount	Hourly Rate (Onsite/Remote Work Only)	Equivalent Hours (Onsite/Remote Work Only)
$700	$700	0%	$140	5
$1,400	$1,350	4%	$135	10
$2,800	$2,580	8%	$129	20
$7,000	$5,500	13%	$122	50
$14,000	$11,400	18%	$114	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	$35
Onsite Support	1	Hour	0.25	$35
Call Out Fee	0.75	Per Visit	-	$105
Emergency Ticket Upgrade	1.25	Per Ticket	-	$175
After Hours Support	1.50	Hour	1	-

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 = $140
- 1 x Call Out Fee = $105
- Total: $245

Example 2

You require urgent assistance as your server is offline, however you are on a Casual 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 = $105
- 1 x Jump the Queue = $175
- Total: $280

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

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What is the Client Portal?

A web-based portal where you can add new tickets, view a listing of all your open/closed tickets, add more information to tickets, access your invoices and more.

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 MultiCARE 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@multicomm.com.au

What is 24/7/365 Monitoring?

For clients on MultiCARE 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 3rd party Applications do you update?

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

If you are on a Casual Plan, just shoot us an email to support@multicomm.com.au at any time if you'd like us to do any updates for you.

What is Preventative Maintenance?

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

What are the Guaranteed Response Times?

All issues from clients on our MultiCARE 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 MultiCARE plans.

Priority	Examples	Our Guarantee	Our Target
Critical	Entire Company Offline (Call Us!) Main Application Offline (Call Us!)	1 Hours	15 Mins
High	Department Offline (Call us!) CEO's Computer Offline (Call Us!)	2 Hours	1 Hour
Medium	User PC Offline One Printer Not Working	4 Hours	2 Hours
Low	New User Setup User Access Changes	8 Hours	4 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 MultiCARE plans outlining some key IT business metrics from the last month such as: Most Active Users, Tickets Opened by Type and Sub-Type, Patching status, Managed Devices and active Warranties, and much 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 MultiCARE 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 MultiCARE plan, you will receive your monthly Invoice a few weeks before the start of the month. As MultiCARE 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 $8,500 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. You can always view an updated balance in your Client Portal to see how much you have left.