

Contact Computers Now for all your service needs:

VIC Service & Integration **03 9684 3600**

NSW Service & Integration **02 9951 7979**



In-house Technical Services					
Code	Product	ex GST	inc GST	Hours	Comments
TS-LABOUR	In-house Technical Services - per hour	\$125.45	<b>\$138.00</b>	1	For all in-house repair or service work (excludes Apple warranty work)
TS-QUOTE	In-house Technical Services - quotation fee	\$62.73	<b>\$69.00</b>	0.5	Quote Only
TS-PRIORITY	In-house Technical Services - priority upgrade fee	\$125.45	<b>\$138.00</b>	1	Rush charge (maximum 4hrs to start on the job)
TS-QA1	Quality Assurance Level 1 - RAM installation only	\$35.00	<b>\$38.50</b>	0.25	RAM installation only
TS-QA2	Quality Assurance Level 2 - RAM, OS install, Software & Firmware updates	\$60.00	<b>\$66.00</b>	0.5	RAM install and Quality Assurance inc OS install, Software & Firmware updates
TS-QA3	Quality Assurance Level 2 - RAM, HD & OS install, Software & Firmware updates	\$80.00	<b>\$88.00</b>	0.75	Extra HD and RAM install and Quality Assurance inc OS install, Software & Firmware updates

PLEASE NOTE For any custom configuration or application install and setup Contact Service Department for a quote.

On-site Technical Services					
Code	Product	ex GST	inc GST	Hours	Comments
TS-CALLOUT	On-site Technical Services - Call out fee	\$60.00	<b>\$66.00</b>	0.5	Call out fee for Metropolitan area* only. Hourly rate applies on top of this.
TS-ONSITE	On-site Technical Services - Casual per hour	\$160.00	<b>\$176.00</b>	1	Casual on-site hourly rate.
TS-TRAVEL	On-site Technical Services - Extended travel per hour	\$125.00	<b>\$137.50</b>	1	Time based travel for outside of Metropolitan areas*
TS-OSPRIORITY	On-site Technical Services - Priority callout fee	\$230.00	<b>\$253.00</b>	1	4 hr response on site call out fee. Hourly rates apply on top of this

\* Metropolitan is defined as up to 25km from Melbourne GPO

On-site service - Education					
Code	Product	ex GST	inc GST	Hours	Comments
TS-CALLOUT-EDU	On-site Technical Services - Education - Call out fee	\$50.00	<b>\$55.00</b>	0.5	Call out fee for Metropolitan area* only. Hourly rate applies on top of this.
TS-ONSITE-EDU	On-site Technical Services - Education - Casual per hour	\$130.00	<b>\$143.00</b>	1	Casual Education on-site hourly rate.

\* Metropolitan is defined as up to 25km from Melbourne GPO

On-site Installation sold as part of equipment supply					
Code	Product	ex GST	inc GST	Hours	Comments
TS-ONSITE	On-site Configuration & Installation - per hour	\$160.00	<b>\$176.00</b>	1	Pre-sold installation per hour.
TS-DAY	On-site Configuration & Installation - per day	\$1,200.00	<b>\$1,320.00</b>	8	Pre-sold installation rate per day.
TS-WEEK	On-site Configuration & Installation - per week	\$5,500.00	<b>\$6,050.00</b>	40	Pre-sold installation rate per week.

# Service & Integration Rates

On-site Installation - Education					
Code	Product	ex GST	inc GST	Hours	Comments
TS-ONSITE-EDU	On-site Installation - Education - per hour	\$130.00	<b>\$143.00</b>	1	Casual on-site hourly rate Education
TS-DAY-EDU	On-site Installation - Education - per day	\$990.00	<b>\$1,089.00</b>	7	On site installation/support per day
TS-WEEK-EDU	On-site Installation - Education - per week	\$4,400.00	<b>\$4,840.00</b>	35	On site installation/support per week

Vouchers - Next Day					
Code	Product	ex GST	inc GST	Hours	Comments
TS-VOUCHER-10	Technical Service - Next Day - 10 x 30 min vouchers	\$750.00	<b>\$825.00</b>	5	Pre-purchased On-site Service Vouchers with next day onsite response time.
TS-VOUCHER-40	Technical Service - Next Day - 40 x 30 min vouchers	\$2,800.00	<b>\$3,080.00</b>	20	Pre-purchased On-site Service Vouchers with next day onsite response time.

High Priority Vouchers					
Code	Product	ex GST	inc GST	Hours	Comments
TS-VOUCHER-4HR	Technical Service - 10 x 30 min Priority vouchers (4 hour response)	\$1,000.00	<b>\$1,100.00</b>	5	Pre-purchased On-site Service Vouchers with 4 hour response time.

Vouchers - Education					
Code	Product	ex GST	inc GST	Hours	Comments
TS-VOUCHER-EDU5	Technical Service - Education - 5 x 1 hour vouchers	\$600.00	<b>\$660.00</b>	5	Pre-purchased On-site Service Vouchers with no guaranteed response time.
TS-VOUCHER-EDU20	Technical Service - Education - 20 x 1 hour vouchers	\$2,300.00	<b>\$2,530.00</b>	20	Pre-purchased On-site Service Vouchers with no guaranteed response time.

Telephone Support					
Code	Product	ex GST	inc GST	Hours	Comments
TS-PHONE-5	Annual Professional Telephone support - General Technical 1-5 users	\$350.00	<b>\$385.00</b>		1 year of professional telephone support for companies of 1-5 users.
TS-PHONE-10	Annual Professional Telephone support - General Technical 6-10 users	\$495.00	<b>\$544.50</b>		1 year of professional telephone support for companies of 6-10 users.
TS-PHONE-20	Annual Professional Telephone support - General Technical 11-20 users	\$695.00	<b>\$764.50</b>		1 year of professional telephone support for companies of 11-20 users.
-	Annual Professional Telephone support - General Technical 21+ users	POA	<b>POA</b>		
TS-PHONE-PH	Annual Professional Telephone support - Phase One software & digital cameras	\$450.00	<b>\$495.00</b>		1 year of professional telephone support for Digital Photography users. Includes 1 installation of Phase One software upgrade & 1 hour training in new software
TS-PHONE-PR	Annual Professional Telephone support - Digital Proofing systems	\$350.00	<b>\$385.00</b>		1 year of professional telephone support for Digital Proofing systems.
TS-PHONE-VE	Annual Professional Telephone support - Video Editing Systems	\$350.00	<b>\$385.00</b>		1 year of professional telephone support for Video editing Systems.

Training					
Code	Product	ex GST	inc GST	Hours	Comments
TS-TRAIN-VE	Onsite Video training per hour (2 hour minimum) VIC only	\$160.00	<b>\$176.00</b>		On site video editing and specialised video systems training
-	Onsite Video training per hour Outside Victoria	POA	<b>POA</b>		