

Professional Services Rates

1 JULY 2014

PROFESSIONAL SERVICES	MINIMUM CHARGE		RATE PER HOUR	
	ONSITE	REMOTE	NORMAL HRS	AFTER HRS
Network Engineering Support First level service request fulfillment, desktop and server support.	1 hour	15 min	\$160	\$250
Network Engineering Engineering services such as installation & maintenance of servers, workstations, tablets, smart phones, software, printers, cabling systems, tape backup, UPS, or network administration training.	1 hour	15 min	\$180	\$250
Advanced Network Engineering Specialist expertise and senior level support for network security, voice, switching and routing, mail systems, database servers, hosted services, storage, network management and virtualisation.	1 hour	15 min	\$210	\$280
Project Design & Management Planning, scheduling, monitoring, reporting and communications for projects.	1 hour	15 min	\$180	\$250

Terms & Conditions

1. Rates effective 01 Jul 2014 until further notice.
2. All rates shown are per hour ex-GST.
3. All work is subject to our standard Terms of Service. Please visit [our website](#) or email requests@sentrian.com.au for a copy of our standard Terms of Service.
4. A minimum charge time applies as shown (15 minute onsite minimum for Sentrian One Subscription, Sentrian Managed IT or Sentrian Monitoring, Maintenance & Support clients during normal hours).
5. All time is charged in 15 minute blocks after the minimum time has elapsed.
6. After hours means work to be carried out and completed outside standard business hours.
7. Standard business hours are 8:00am to 5:30pm Monday to Friday excluding public holidays.
8. "Onsite" means work done at your premises. "Remote" means support provided by telephone or remote access.
9. Emergency onsite response outside normal business hours has a minimum charge of two hours.
10. Travel time may be charged for clients located more than 15km from any Sentrian office and is charged from the time of leaving our office to arriving at site and again on return to our office.
11. A Daily Allowance of \$50 ex GST per day may be charged when work is completed more than 150 Km from any Sentrian office and involves an overnight stay.

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