



**THE
DIGITAL FOUNDRY**
NETWORK SPECIALISTS

Support Services Schedule & Terms





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Technical Support Services Pricing Schedule

As of 1st November 2011

Code	Description	Cost inc GST
Call Out Fee's		
LAB0001	- ZONE 1 - Zero to 20 Kilometres from Sydney	\$ 45.00
LAB0002	- ZONE 2 - 20 to 50 Kilometres from Sydney	\$ 65.00
LAB0003	- ZONE 3 - 50 to 200 Kilometres from Sydney	\$145.00
LAB0004	- ZONE 4 - 200 to 500 Kilometres from Sydney	\$265.00

General Hourly Rates

General Hourly Rates are charged in 1/2 hour increments after the 1st hour, in addition to Call Out Fee.

LAB0005	Business Service Rate	\$180.00
	Covers installation and configuration of programs, accessories and communications software on:	
	<ul style="list-style-type: none"> • All Windows Desktop Operating Systems • All Apple Desktop Operating Systems • All Cisco Small Business & Consumer Network Devices 	
LAB0006	Enterprise Service Rate	\$250.00
	Covers installation, setup, configuration and maintenance of any:	
	<ul style="list-style-type: none"> • Windows Server & Back Office Operating Systems • Apple Server Operating Systems • Unix based Operating Systems • All Cisco Enterprise Network & Security Devices 	
LAB0007	Remote Admin / Phone Support Rate Charged in 15 minute increments	\$ 140.00
	Covers telephone support and remote administration via dial in or secure Internet tunnel of server or workstation computers.	

After Hours Rates

Covers all services, outside business hours or holiday periods.
Minimum support periods apply.

LAB0008	After Hours Remote Admin / Phone Support Rate . Minimum 1/2 hour. Billed in 1/2 hour increments.	\$240.00
LAB0009	After Hours Onsite Support. Minimum 2 hours. Billed in 1 hour increments, after the first 2 hours.	\$260.00





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New Branded System Installation Rates

Work in this category is conducted on site and is charged at a once off rate

Code	Description	Cost inc GST
LAB0010	Non Business Installation. Delivery, installation and complete configuration of your new branded PC for home.	\$275.00
LAB0011	Business Installation. Delivery, installation and complete configuration of your new branded PC for business.	\$495.00
LAB0012	Advanced Installation. Delivery, installation and basic configuration of your new branded workstation.	\$880.00
Integrated Security Router Device Installation & Configuration Rates		
LAB0013	Integrated Security Router SMB Initial Configuration Creation of initial configuration for Fortinet & Cisco Small Business Pro series routers.	\$240.00
LAB0014	Integrated Security Router Advanced initial Configuration. Creation of initial configuration for Fortinet & Cisco Enterprise series routers.	\$350.00
LAB0016	ISR Basic Configuration Change or Addition. Charged in 15 minute increments Covers basic changes to configurations i.e. Network and port address translations.	\$180.00
LAB0017	ISR Advanced Configuration Change or Addition. Charged in 15 minute increments Covers Advanced changes to configurations i.e. PIX, VPN, IPSEC & PPTP tunnels.	\$360.00

Managed Services Schedule & SLA's – Simplified & Pro Active Management

Remote Administration

Client assisted workstation remote administration via TDF Remote Gateway Annual license subscription fee per site	\$169.00
Unattended remote administration via Log Me In Central console Annual license subscription fee per device	\$ 88.00

Maintenance

Workstation - Fully managed, audited and reported proactive maintenance Monthly subscription fee per unit	\$ 55.00
Server – Fully managed, audited and reported proactive maintenance Monthly subscription fee per server	\$330.00

Service Level Agreements

Please speak directly with one of our service managers for more information on customised SLA's





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Warranties & Terms and Conditions

Warranties

- All hardware supplied by TDF carries a minimum 1 year On-Site warranty
- TDF will honour all manufactures hardware warranties that exceed 1 year on a Return-to-Base basis, unless otherwise stated by manufacturer.

Terms and Conditions

- All prices quoted are valid for a 48 hour period from the date of quotation.
- All new hardware purchases require 100% of invoice total at time of order unless parties have agreed to a prior settlement arrangement.
- Unless otherwise paid in full at time of purchase, all products supplied remain the property of The Digital Foundry until complete payment is made. In the event that full payment is not made you will allow TDF to enter any premises where the goods are located and repossess the goods. To the extent permitted by law, you release us from any liability or damage incurred in repossessing or attempting to repossess the goods.
- TDF reserve the right to replace faulty components that are deemed "under warranty" with the same or an equivalent type of product, should the damaged goods not be available through our current suppliers.
- Customer will make available onsite parking or have the facility for on street parking for installation and or technical support. If parking is not available and charged parking is necessary, then all charges will be invoiced to the customer.
- Schedule of pricing is subject to change without notice.

